

RechargeEast MAGAZINE



ISSUE 60 • JUNE'08 • Dedicated to the Imaging Supplies Industry of Central and Eastern Europe, Russia, and CIS

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Dear Reader,

In this issue of the magazine we are glad to present the results of the two important events organized by our magazine in Ukraine and Russia during the last two months.

First, RechargeEast Magazine made a trip to the Ukrainian capital in April. Kiev hosted a one-day educational seminar, which gathered over 60 local remanufacturers and rechargers. The Kiev seminar was a small preparation and a good heat-up for the RechargeEast 2008 show, which took place in the end of May. RechargeEast shows are the most popular and significant event in the Russia and CIS aftermarket of imaging supplies. Without too many words in the opening, I would only like to invite you to have a look at the photos and feel the atmosphere reigning in Moscow on those pleasant May days in the coming pages of this edition.

Second, a new Toshiba-copiers article and hand-on instructions for Dell 1320Cn Toner cartridge are present to your attention. You will also find a lot of interesting local and international aftermarket news.

The summer is setting in; still, there are many things to be done. While thinking about your coming vacations, be proactive and enroll for the new edition of ReEurope Expo in September at www.reeuropeexpo.com to boost sales and product awareness as well as build new partnerships in Eastern and Central Europe.

Have a pleasant read!

Nikolai Yakimchuk, Editor

nikolai@rechargeeast.com | Blog: www.rechargeeast.blogspot.com

Do not hesitate to forward all interesting materials resulted from your practical experience!

We will publish them in our magazine with great pleasure.

Materials can be submitted in an Eastern European language or in English to news@rechargeeast.com

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RechargEast 2008 Expo is the Way to Successful Partnerships. Results

The curtain is down, the lights are off, the people went home – it is time to draw the results of the RechargEast 2008, which took place on May 21-23, 2008, in Moscow, Russia.

Any exhibition is a serious enterprise, which represents a kind of a “blitzkrieg” – all responsibility is to be borne by the very days of the event, which are prepared for during one year. The results of the work done are seen only after the trade show has taken place. So, I suggest we go back to the trade show days and make a retrospective review of the most significant and interesting events.

At the beginning of the last week, on May 20, passersby were surprised by the agitation at Pavilion 69 of the All-Russia Exhibition Center. That was the move-in day: the exhibitors were bringing in exhibits, decorations, samples and all other exhibition stuff. The partially solemn and partially nervous atmosphere preceding any event of this type set in. But, in spite of the preparation works, hurry and bustling, everything was in place by the evening. The only thing left was to have a good night's sleep.

On May 21 the trade show started. A long line of visitors formed rapidly in front of the registration, many of these holding pre-registration tickets for free entry to the exhibition hall. Despite the fact that the registration of each visitor was done in no time, the line kept growing and it dispersed only in the afternoon. So, RechargEast 2008 began!

RechargEast Trade Show 2008 took place in Moscow, Russia, for the 5th time in its history. RechargEast trade shows are the most significant event in the imaging supplies aftermarket in the Russian Federation and CIS countries. Reputed in such a manner, the trade show attracts a large number of foreign companies promoting their products at the international level. Covering one of the largest and most perspective markets in the





world (Russia and CIS) the trade show helps non-Russia companies find local parents and network actively, which is mandatory for successful business in the region. Therefore, RechargEast shows are so popular with Asian and Western European supplies and distributors of raw materials and parts for the printer cartridge remanufacturing and recharging process.

For local remanufacturing companies RechargEast shows have become the traditional meeting place very important for finding serious suppliers, for learning about industry news and for acquiring new practical knowledge and skills.



In 2008 RechargEast show had changed its usual format. The exhibition was divided into two areas: in one area local companies presented its products, in the other foreign companies demonstrated its achievements as well as discussed collaborative perspectives with the largest local companies. In other words, foreign companies had a great chance of communicating with the most interesting visitors to them: companies, which import products for selling in their own countries.

Let's get to figures. According to the data presented by the Russian company LINTEK, the registration-desk sponsor 2008, over 2500 visits were registered during the 3 exhibition days. That is, almost 1500 remanufacturing specialists, salesmen, decision makers from the industry from different companies visited the exhibition during the 3-day period.

This year the exhibition hosted two educational centers:

- Technical seminars and lectures were organized at the booth of UNINET Imaging: the lectured were presented by Mike Josiah, one of the most renowned technical specialists from North America, who is a permanent author of technical article in RechargEast Magazine and many other industry publications. Mike demonstrated how to remanufacture a number of newly appeared models of laser cartridges.

- Technical seminars and hands-on lessons were also held in the RechargEast Education Center. These seminars were offered to the public by Alexey Voevodin, a young and ambitious specialist from the Kiev-based company Alekhan-Service. His hands-on lectures were very interactive as all attendees could take part in the discussions and offer other solutions to the discussed instructions for cartridge remanufacturing.

The two educational centers were full of curious visitors, who could take an active part in everything happening. Sometimes, the discussions would turn in fierce arguments,



but, to put it mildly, there were no victims. During the seminars the organizers of the expo got valuable feedback from the guests as to what other topics should be covered at the coming editions of RechargeEast shows.

The day of May 22 was the “rush” period of the exhibition. At 11.00 the VIP forum sponsored by the Russian company IRWIN was opened. The forum gathered over 60 owners and top managers from local and foreign companies. The attendees discussed most urgent topics for the local and global aftermarket of imaging supplies for over 2 hours. The topics included the following:

- Structure of the Chinese/Asian aftermarket of imaging supplies (OPC drums, toner, inks, etc.);
- Role of international distributors and new industry growth perspectives;
- Trends in aftermarket growth in Russia and CIS;
- Structure of distribution networks in Russia;
- Importance of Russia’s regions and how to find a regional partner;
- The most common mistakes foreign companies make while working in Russia;
- The most common mistakes Russian companies make while working in China and Asia.

At times the atmosphere in the hall would seem to be going beyond control, but all discussions and arguments were within the framework of propriety and mutual respect. Of all the topics discussed the seeming expansion of Chinese manufacturers to the north was the most detailed and interesting to the attendees. All were interested that once there were so many Chinese companies at this year’s show (over 30% of all the exhibitors were from China), do that mean Chinese companies are undertaking a Crusade to conquer the markets of their northern neighbor? The vice-president of the China IT association present at the show reassured all the guests that Chinese companies are only interested in finding local partners. At the same time she mentioned the association intended to register a company in Russia to make it easier for Chinese companies to start working in Russia and CIS. After such discussions and conversations the guests of the forum passed to a less stressful part of the event – the cocktail and business card exchange.

On May 23 a commission made of local and foreign exhibitors announced the winners of “The Most Active Russian Exhibitor”. The prize was awarded to two local companies ITCO Trading and GEST since the jury’s votes were split by half.

At the end of the exhibition, on May 23, the Russian company IRWIN organized the traditional competition “The Fastest RechargeEast”. This year the competition rules were made



more complex: besides being quick and skillful, the participants were to distinguish between 5 different OPC drums; each successful go would bring a point. The winner of the competition was the technician from the Ukrainian company World Wide Manufacturing.

In order to draw the final line, it's possible to say RechargEast 2008 was successful. It gave the exhibitors and visitors not only the possibility to communicate, but also a good chance of taking part in various educational and entertaining activities supposed for boosting their professional skills.

Statistical information:

RechargEast Trade Show 2008:

- Number of visits during the 3 expo days: 2600
- Number of exhibitors and their partners: 63 companies
- Exhibitors were from: 14 countries (Europe, Asia, North America)

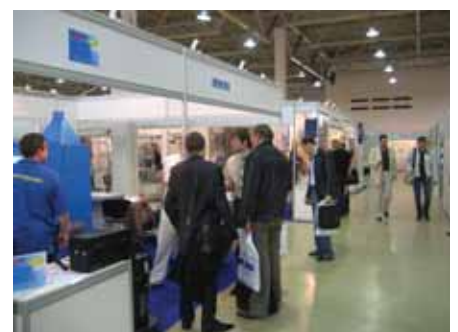
Visitors by countries of origin:

- Russia – 82%
- Ukraine – 7%
- Belarus – 5%
- Kazakhstan – 2%
- Moldova, Estonia, Lithuania, Armenia, Azerbaijan – 4%

The organizers would like to thank all the exhibitors and bring special thanks to the following companies, which sponsored a number of events during the 2008 trade show:

- ALEKHAN-Service, Ukraine
www.alekhan.com.ua
- BULAT, Russia
www.bulatgroup.ru
- IRWIN, Russia
www.refilling.ru
- LINTEK, Russia
www.lintek.ru

www.rechargeastshow.com **RCE**





RechargEast Magazin

The new RechargEast seminar in Kiev was a good rehearsal for the Moscow-based RechargEast 2008 Expo. The Ukrainian market of imaging supplies is a rather voluminous and valuable market, which is attractive to both local and foreign companies, wishing to be present there. As a result, two companies from Russian, one company from Ukraine and one from Germany took part in the seminar in quality of sponsors. These companies are well known to the industry specialists: these are the Ukrainian Group of companies V.M., the Russian Bulat and ITCO Trading as well as the German Integral International Gmbl. Such an international group of companies as well as a small number of such specialized events provoked a huge interest among local remanufacturers. This could be seen by the number of attendees: over 55 Ukrainian and Moldovan companies sent their representatives to visit the seminar in Kiev on April 22, 2008.

This year's seminar was a little different from the one held also in Kiev in 2006. In the morning the sponsors of the seminar held presentations about their companies, products and services as well as offered some technical lectures.





Opens the Season in Kiev

During the breaks the guests of the seminar had chance to talk to sponsors at their booths with advertising flyers, product samples and company booklets. In the afternoon the attendees and sponsors had a very interesting and useful conversation about the state of the local aftermarket of imaging supplies. The main topic dwelt on whether the Ukrainian aftermarket is ready for a specialized association. But, unfortunately, the consensus was hard to be reached. Nonetheless, the participants agreed to take a decision next year at a similar RechargEast seminar to be held again in the Ukrainian capital.

After the talk the attendees took part in the technical lessons focusing merely on copiers and their main problems as well as laser printers and their repairs.

During the preparation for the seminar RechargEast Magazine undertook a new experiment: the representative of our magazine together with a sponsor of the seminar visited 10 local companies. As a result of this initiative the sponsor found 4 new clients before the seminar began. This successful



idea will also be offered during other RechargeEast marketing events in Eastern Europe.

As the sponsors mentioned, the seminar turned to be successful...

First, I would like to thank the organizers for the excellent preparation work done. Good organization was seen throughout the whole length of the seminar. I would also point out the well-organized registration accompanied by distribution of advertising materials and samples. I also like the idea of having demonstration booths. The environment was really business-oriented and easy-going at the same time. The order of presentations and lectures was also well-thought.

I would also mention the importance of organization of such events, where competing companies can present themselves and meet potential customers. Due to such events there are a lot of opportunities to build partnerships with Ukrainian companies and find ways of collaborating with foreign suppliers and distributors working with Ukraine. I think the success is based on namely such events, conversations, talks and meetings.

To me, each participant was able to get all the marketing and technical information. My wish is that all the participants make their right choice as to suppliers and reach their ultimate business goal."

**Artur Ziegler,
Integral International Gmbh, Germany**

„The seminar was organized in a structured and well-thought manner. I would like to thank the organizers for the opportunity of meeting Ukrainian specialists and aftermarket companies. I am absolutely satisfied with the quality and outcome of the seminar and will surely take part in it in future."

Sergey Zhukov, ITCO Trading, Russia

Website of RechargeEast seminars:

www.rce-university.com 





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Remanufacturing the Dell 1320Cn Toner Cartridge

By Mike Josiah and the Technical Staff at Summit Technologies, a division of UniNet Imaging Inc.



Mike Josiah
VP Technical Services

Summit Technologies is a global distributor of toner, OPC drums, wiper blades, and other supplies for the cartridge remanufacturing industry. From 2007 Summit Technologies is a subdivision of Uninet Imaging.

We have searched the world to find the finest in toner and components for the remanufacturing of laser cartridges. We have never committed ourselves to purchasing from any exclusive manufacturer, so that we can choose the best solutions for our customers. In some cases this has meant a higher cost, but we believe that quality is paramount in this industry. We test each system to ASTM standards and stand 100% behind the toners, components and systems we offer.

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First released in December, 2007 the Dell 1320cn printers are based on an 16ppm black, 12ppm color 600 dpi engine. The toner cartridges are very small and very easy to do. In fact, this is most likely one of the simplest cartridges I have ever written about.

At the time of this writing Dell was selling these machines for \$229.00 after a \$70.00 instant rebate. With prices like that and the yield so low on the toner cartridges combined with Dell's cost on them, anyone who has this machine will be looking to save some money on the cartridges. There is a chip on the cartridge that has to be replaced every cycle and these chips are available. The machines when new come with LY cartridges. These cartridges are physically identical to the HY so they can easily be made into the HY cartridge.

The Dell 1320Cn machines also use a unique single drum cartridge that has all four drums in it. (See Figure 1). This cartridge will be covered in a later instruction.

Part numbers from Dell never seem to be all that clear so I am listing them in all the versions I found. The majority of the LY numbers are taken from the Staples web site:

HY Black	HY Cyan	HY Magenta	HY Yellow
310-9058	310-9060	310-9064	310-9062
593-10258	593-10259	593-10261	593-10260
LY Black	LY Cyan	LY Magenta	LY Yellow
310-9059	310-9061	310-9065	310-9063
RY857	RY854	RY855	RY856
719011	719019	718936	718934
MT234/Ry857	MT235/Ry854	MT237/Ry855	MT236/Ry856



1

All four of the toner cartridges are different in that they each have unique tabs on the back that prevent one color from being inserted into another color's slot. See Figures 2, 3, 4 & 5.



2



3



4



5

These are extremely fast and easy cartridges to do and should prove to be a nice profit center for you.

- 1) Toner approved vacuum.
- 2) A small Common screw driver

REQUIRED SUPPLIES

100g 1320 Color Toner
Replacement chip
Cotton swabs
Soft, lint free wipes

- 1) Remove the black tape from the seam of the supply hopper and the waste chamber. Save the tape for use when re-assembling the cartridge. See Figure 6



6

- 2) Press in on the two tabs of one side as shown to release the waste chamber. It is sometimes helpful to press back on the waste chamber as the tabs are pressed in. See Figure 7



7

3) Clean out any waste toner from the chamber. See Figure 8



4) Remove the supply hopper cover. Clean out any remaining toner. See Figure 9



5) With a clean lint free cloth, wipe down the seals on both sides of the cover. No chemicals are needed to clean it, just the cloth. See Figures 10 & 11



6) Check to make sure the slide cover of the hopper is clean and in the proper place. See Figure 12



6) Fill the hopper with the appropriate color toner. Remember, while the cartridges all look the same, they are not interchangeable. Each color has a different set of plastic tabs. See Figure 13, Figures 2-5 for the tabs.



7) Clean the plastic lip where the hopper cover sits of any toner, replace the cover. See Figures 14 & 15

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14



18



15



19

8) Install the waste chamber on to the supply hopper. Make sure all four tabs are locked in place. See Figures 16, 17 & 18
9) Re-install the black tape seal across the seam. If the OEM tape is not useable, good black Rubber electrical tape (NOT the vinyl type) will work fine. (Toner will stick to anything made from vinyl). See Figure 19

10) Carefully pry up the plastic chip holder tab.
See Figure 20



16



20

11) Slide the holder out of the cartridge and replace the chip.
See Figures 21 & 22



17

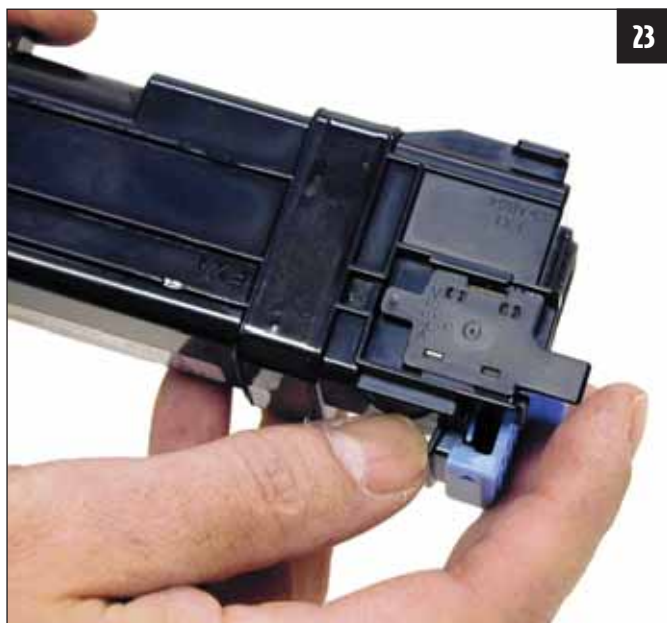


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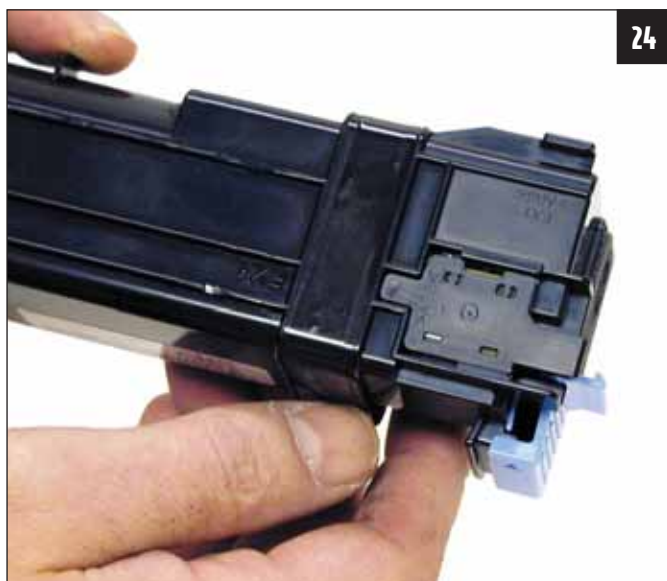


22

12) Slide the holder back in place until the tab locks in place. See Figures 23 & 24



23



24

PRINTING A TEST PAGE:

Press and hold the CONTINUE button for a few seconds. A series of printer settings pages will print out. (Including the page count).

Other test pages are generated through the printer driver.

LIGHT SEQUENCES:

Error Light on steady – Orange: The print head, or transfer belt unit life is coming to an end or the CTD sensor is dirty. (See below)

- Error Light blinks – Orange: The print head or transfer belt life is over. The CTD sensor is dirty. (see Below)
- Toner Light blinks orange: Toner is empty or a toner error occurred
- Toner Light steady orange: Toner is low

CLEANING THE CTD SENSOR:

The CTD sensor needs to be cleaned when the alert is shown on the PC or printer control panel.

Open the front door of the printer. Just above the belt you will see a black plastic assembly with warning labels on it. The sensor is located in the center of that assembly, facing the belt. (It's the only metal part you can see). **RCE**

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TOSHIBA 60th Series Analog Copiers The Middle Class: **2060 3560** and **4560** Models



Eng. Vladimir Kamenov, PhD

Vladimir Kamenov, PhD, is a specialist in maintenance of various models of Toshiba copiers. He holds a master's degree in Precision Mechanics and a PhD degree in Applied Mechanics. His work experience includes part-time and full-time jobs as service engineer. He also lectures at the Sofia Technical University, Precision Mechanics Department, Office Equipment Specialty.

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OVERVIEW

By Vladimir Kamenov

As a logical progression to our series of articles, about Toshiba analog copiers, comes the current and last addition. By "last" I mean that there is not particular interest in discussing the high end copiers over 50 copies per minute, because they are relatively rare and not many technicians get a chance to work on them. The next addition to the series of articles will cover the most common and distinct defects, found in the previously discussed models, but not before we familiarize ourselves with the middle class analog copiers of the 60th series. See figure 1.



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These machines are namely 2060/2860 3560 and 4560 (the 2860 model has an automatic duplexing unit as standard, opposed to 2060, where it is an option). There is a variety of ad-on options the user can choose to attach such as: 10 and 20 bin sorters with staplers, large capacity feeders LCF, automatic and reversing document feeders ADF and RADF and automatic duplexing unit ADU. The maintenance and troubleshooting of these options will be discussed in a separate article to come. In the current article the 2060 model is used as a basis, because the other models have generally the same structure apart from subtle differences in mechanical design, related to the higher copying speeds and the resulting higher durability demands.

These machines are the backbone of the copying industry in many countries in Eastern Europe. Found in many offices and copy centers, they are tough, reliable and easy to maintain. It is now uncommon to maintain copiers which made 2, even 3 million copies. This fact speaks of the reliability of the design of these copiers. Even more – most of the parts and systems are designed as a module, which makes it very easy for a service technician to remove, replace and service them. Of course, there are underwater stones. Some of the modules require special attention after a certain period of useful service. From my experience, the first 400 000 to 600 000 copies period passes almost routinely. During this period the only necessary work to do is to make periodic maintenance, cleaning and a scheduled replacement of the parts from the periodic replacement checklist shown below. However there are some tricks, which can prolong the life of some parts, such as: the silicone felt cleaning roller, the aligning roller, the paper pick up and feed rollers. For example: given the machine is maintained properly the OPC drum can easily make twice the normal copies recommended by the manufacturer. After the 400 000 to 600 000 period it is possible to encounter a variety of defects in certain modules such as the fuser, developer, feeding and drive system modules.

However there is nothing to worry – there will be a special article dedicated only to defects not mentioned in the service manual.

As I always mention: most of the defects in copiers that are still under 400 000 copies are due to poor maintenance and cleaning.

1. PERIODICAL MAINTENANCE – USEFUL PRACTICES (TOSHIBA 2060/2860)

Inspection every 80,000 Copies

(1) Preparation

1. Ask the key operator about the present machine conditions and note them down.
2. Before starting the maintenance work, make and retain a

few sample copies for later comparison.

3. Turn off the power switch and disconnect the power cord plug.

(2) The periodic inspection should be conducted in accordance with the Periodic Inspection Check List shown below. Perform the inspection by referring to the figures, as well as to the explanations in the Service Manual when necessary.

(3) After the inspection has been completed, plug in the machine and turn the power switch on, and confirm the general operation of the machine by making a few copies and comparing them to those made previously.

Inspection and Overhaul every 240,000 Copies

- (1) Replace all the consumables.

(2) Check to see if there is any damage to the parts of driving section (gear, pulley, timing belt, etc.). Replace parts on principle if damaged.

(3) Check to see if there is any damage or peeling of adhered parts (tape, Mylar sheet, etc.). Replace any affected parts.

(4) Check to see if all the switches and sensors operate properly. Replace them if they are not operating properly.

(5) Clean the inside of the machine thoroughly.

Periodic Inspection Check List

On figure 2 and 3 you can see the actual position of item numbers in the list below:

Symbols used in the Periodic Inspection Check List:

Cleaning	Lubrication	Replacement	Date	
A: Cleaning with alcohol	L: Launa 40	80: Every 80,000 copies	Customer's name	
P: Cleaning with heat roller cleaner (RC60)	Application	160: Every 160,000 copies	Machine No.	
Q: Cleaning with soft pad, cloth, or cleaner (vacuum cleaner)	S: Silicone Oil	Same thereafter	Inspector	
	W: White grease (Molycoat)	Δ: Replace in event of deformation or other damage	Remarks	

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PERIODIC INSPECTION CHECK LIST

Area	Item to check	Clean at 80,000 copies	Lubricate at 80,000 copies	Replace x 1,000	Check while on	Remarks
Cleaner	1. Overall unit	○				
	2. Main blade	○		80		*1
	3. Toner bag			20		Conducted by key operator
	4. Recovery blade	○		Δ		*2
	5. Drum bushing	○				
	6. Separation claw	○		80 Δ	○	*3
Drum	7. Drum shaft	○ or (A)				
	8. Drum			80 or more		*4
	9. Ozone filter	○		80		
Original holder	10. Glass	○				
	11. Original cover	○ or (A)				
Optical system	12. Mirror 1	○				
	13. Mirror 2	○				
	14. Mirror 3	○				
	15. Mirror 4	○				
	16. Mirror 5	○				
	17. Mirror 6	○				
	18. Slit glass	○				Both sides
	19. Reflector	○				
	20. Lens	○				
	21. Exposure lamp			Δ	○	
	22. Copy area indicator				○	
	23. AES	○			○	
	24. APS	○			○	
	25. Reproduction mechanism (mirror)				○	
	26. Reproduction mechanism (lens)				○	
	27. Slider sheet (front, rear)	○ or A		Δ		
	28. Air filter	○		Δ		*5
Charger	29. Case	○				*6
	30. LED eraser array	○				
	31. Charger wire	○		80 Δ	○	*6
	32. Terminal contact	○				
	33. Grid	○		80		*7

Area	Item to check	Clean at 80,000 copies	Lubricate at 80,000 copies	Replace X 1,000	Check while on	Remarks
Develop- er unit	34. Overall unit	○				
	35. Developer material			80		*8
	36. Front shield	○		Δ		*9
Paper feed system	37. Guide roller	○ or (A)		Δ		
	38. Pick-up roller	A		80 Δ		
	39. Feed roller	A		80 Δ		
	40. Separation roller	A		80 Δ		
	41. Paper feed system drive gears (tooth faces)		W			
	42. Aligning roller	A		Δ		
	43. Paper guide	○				
	44. Brush	○		Δ		
	45. Transport belt	○		Δ		
	46. Separation pad	A		80Δ		
Fuser unit	47. Heat roller (H/R)	○ or P		160		*10
	48. Fuser entrance guide	○ or P				
	49. Pressure roller (P/R)	○ or P		160		*11
	50. Cleaning felt roller			80		*12
	51. Thermistor	○ or P		Δ		
	52. Scraper (for H/R)	○ or P		80		*13
	53. Fuser exit guide	○ or P				
	54. Exit roller	A				
	55. Scraper (for P/R)	○ or P		Δ		
	56. Heat roller cleaning blade	A		Δ		*14
Drive system	57. H/R drive gear (tooth faces and idler shafts)		S			
	58. GCB bushing (including main motor section, paper feed section and fuser unit)		L			
	60. Main motor drive unit gears		W			*16
	61. Toner cartridge drive gear shaft		W			
Others	62. Clamshell lock section		W			*18

ADU		ADU counter				
Area	Item to check	Clean at 80,000 copies	Lubricate None	Replace x 1,000	Check while on	Remarks
ADU	71. Pick-up roller			80		
	72. Feed roller (main)			80		
	73. Feed roller (sub)	A				
	74. Separation roller			80		
	75. Transport roller	A				
	76. Empty sensor	○				
	77. Jam sensor	○				
	78. Side guide sensor	○				
	79. End sensor	○				

Lubrication point: None



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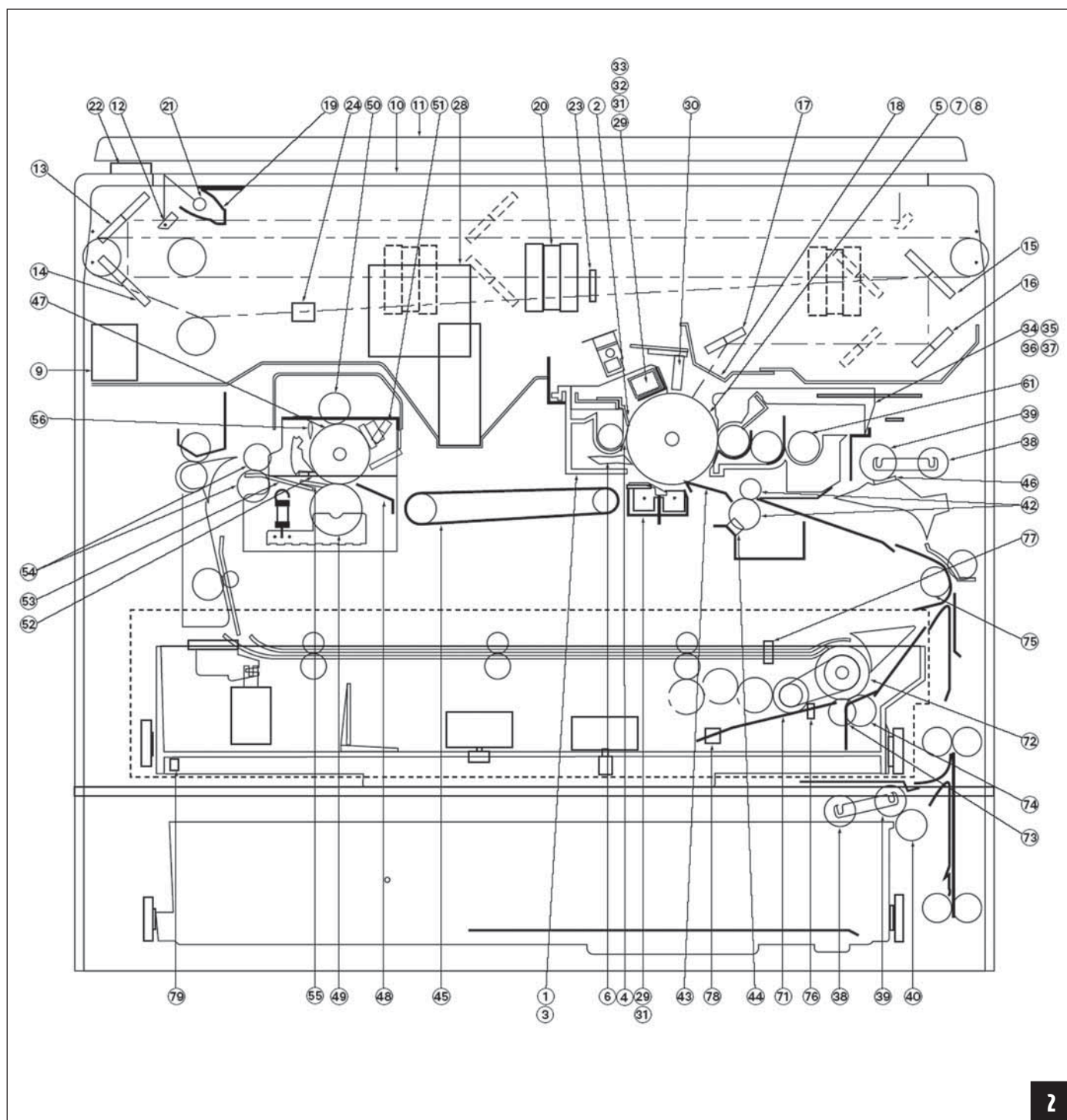


Figure 2 – Positions of item numbers in front sectional view

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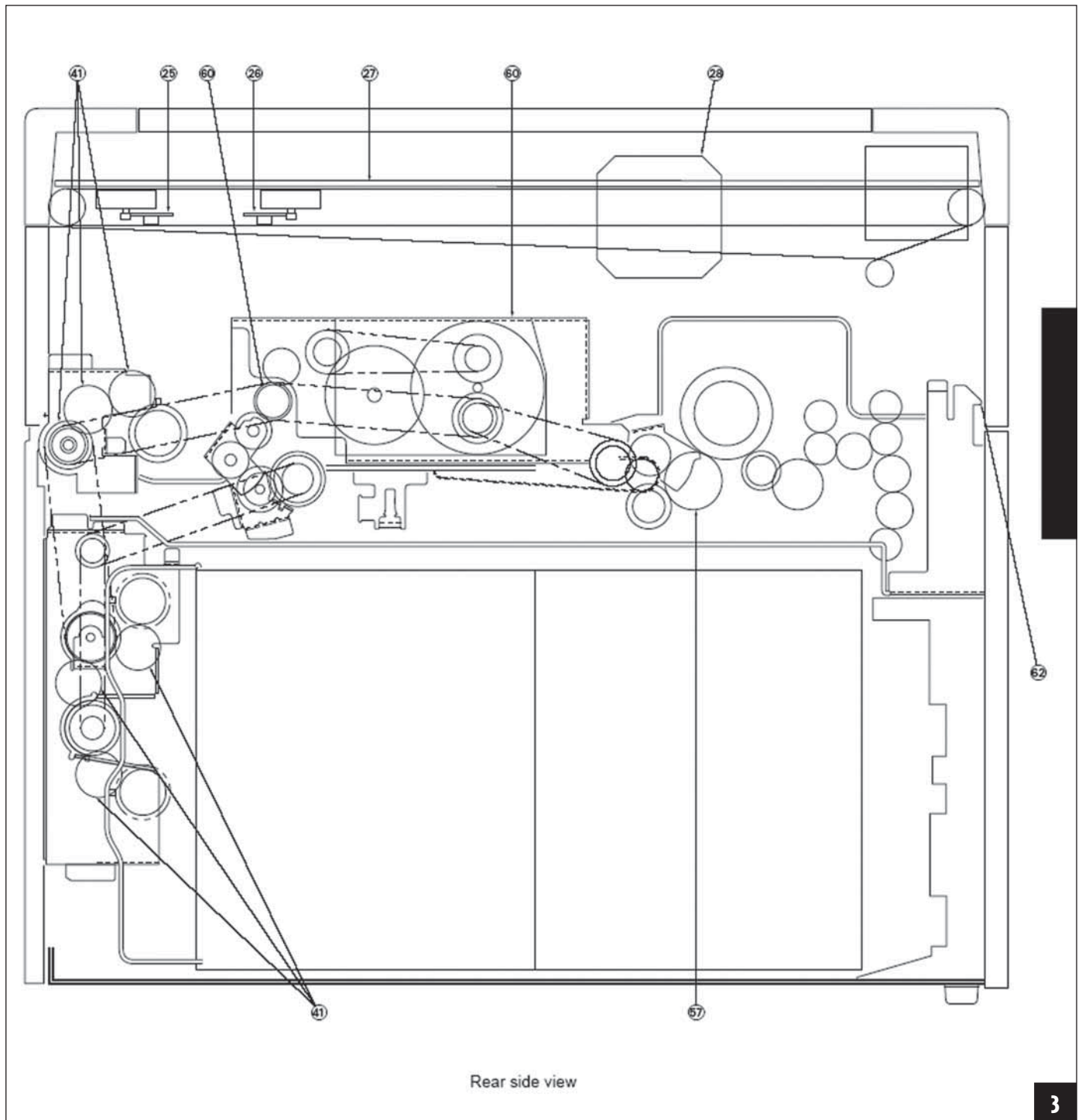


Figure 3 – Positions of item numbers in rear side view

Explanation of items in the “REMARKS” column of the Periodic Inspection Check List:

•1 Main blade

Clean the main blade with a cloth which should be soaked in water and then squeezed tightly. If poor cleaning occurs due to the adhesion of paper dust, etc., the edge of the blade has been damaged. Replace the blade regardless of the number of copies made so far.

•2 Recovery blade

If the edge of the blade is damaged, replace the blade regardless of the number of copies made so far.

•3 Separation claw

If the tip of the separation claw has been damaged, replace the claw regardless of the number of copies made so far. Clean the tip of the claw by lightly wiping with a dry cloth. After cleaning, make sure to remove bits of lint from the claw. In addition, be sure to apply patting powder (lubricant) to the separation claw after cleaning the claw and when replacing the claw or drum.

•4 Drum

Refer to section “3.2 Inspection and Cleaning OPC Drum” in the service handbook

•5 Air filter

If the air filter is dirty, replace it.

•6 Charger wire and case

Clean the inner surface of the charger case and the charger wire with a cloth which should be soaked in water and then squeezed tightly.

•7 Grid

Remove the grid from the main charger. Clean the grid with a pad (service part) moistened with water.

•8 Developer material

After replacing the developer material, be sure to adjust the corresponding auto-toner sensor – look in the service handbook.

•9 Front shield

Clean it with a cloth which should be soaked in water and then squeezed tightly.

•10 Heat roller

Refer to section “3.5 Checking and Cleaning Upper and Lower Heater roller of the service handbook.

•11 Pressure roller

- Refer to section “3.5 Checking and Cleaning Upper and Lower Heater roller of the service handbook.

•12 Cleaning felt roller

- Refer to section “3.4 Checking and Replacing Cleaning Felt Roller” of Service Handbook.

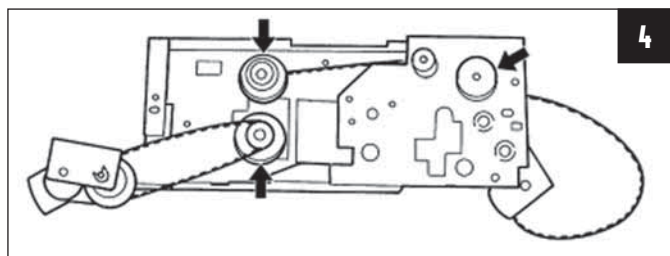
•13 Scraper

If the tip of any of the scraper claws is chipped, replace it regardless of the number of copies made so far. If toner adhering to the scraper claw is forcibly scraped off, it may be damaged. Therefore, if the tip of the claw is heavily coated with toner, replace the claw.

•14 Heat roller cleaning blade

Refer to section “3.6 Checking and Cleaning Heat Roller Cleaning Blade” of this Service Handbook.

•16 Apply white grease to the main motor drive unit gears (shown arrow). See figure 4.



Below is the oiling cycle table given by the manufacturer. I advise to stick to it if you want to have less problems with the machine after the “trouble less” period of 400 000 to 600 000 copies period.

Oiling Cycle Table

*Number	Item to Lubricate	Type of Oil	Oiling Cycle Number of copies x 1000
46	Paper-feed system drive gears (tooth faces)	White grease	80
57	Heat roller drive gears (tooth faces and idler shafts)	Silicone oil	80
58	GCB bushings (including paper feed section and fuser unit)	Launa 40	80
59	Cleaner drive gear	White grease	80
60	Timing pulley shafts	White grease	80
61	Toner cartridge drive gear shaft	White grease	80
62	Clamshell lock section	White grease	80

* The number is the same as that in the Periodic Inspection Check List.

Note: Do not apply oil to the rollers, belt and belt pulley.

2. REPLACEMENT SCHEDULE OF DISPOSABLE PARTS AND SUPPLIES

Below are shown the replacement schedules for the models 2060/2860, 3560 and 4560. This is the only difference in the three models are the intervals between the cleaning, oiling and replacement of parts. In that way the only thing you have to do in order to determine the proper maintenance for a 3560 or 4560 model is to replace the corresponding interval in the tables above.

For Toshiba 3560 this interval is 120 000 copies and for 4560 – 160 000 copies.

Replacement Schedule of Disposable Parts and Supplies – Toshiba 2060/2860

*Number	Part Name	Code	Replacement Cycle	Parts List	
			(Number of copies x 1000)	Page	Item
2	Main (cleaning) blade	BL-2060D	80	22	4
3	Toner bag	TB-2060	20	24	3
6	Drum separation claw	—	80	22	14
8	Drum	OD-2060	80	24	1
31	Charger wire	—	80	20	6
33	Grid	—	80	20	9
35	Developer material	ZD-2060	80	101	3
47	Teflon roller (upper heat roller)	HR-2060-U	160	25	2
49	Rubber roller (lower heat roller)	HR-2060-L	160	26	4
50	Cleaning felt roller	SR-2060-L	80	25	12
52	Scraper (for heat roller)	—	80	25	16

Replacement Schedule of Disposable Parts and Supplies – Toshiba 3560

*Number	Part Name	Code	Replacement Cycle	Parts List	
			(Number of copies x 1000)	Page	Item
2	Main (cleaning) blade	BL-3560D	120	23	4
3	Toner bag	TB-2060	35	25	3
6	Drum separation claw	—	120	23	24
8	Drum	OD-3560	120	25	1
31	Charger wire	—	120	21	6
33	Grid	—	120	21	9
35	Developer material	ZD-3560	120	101	3
47	Teflon roller (upper heat roller)	HR-3560-U	240	26	2
49	Rubber roller (lower heat roller)	HR-3560-L	240	27	4
50	Cleaning felt roller	SR-3560-L	120	26	12
52	Scraper (for heat roller)	—	120	26	16

Replacement Schedule of Disposable Parts and Supplies – Toshiba 4560

*Number	Part Name	Code	Replacement Cycle	Parts List	
			(Number of copies x 1000)	Page	Item
2	Main blade (Cleaner)	BL-4560D	160	23	4
3	Toner bag	TB-2060	35	25	3
6	Separation claw (Cleaner)	K-CLAW-DRUM-190	160	23	24
8	Drum	OD-4560	160	25	1
9	Ozone filter	FLR-EXIT-213	160	4	16
31	Charger wire (Main charger)	WIRE-CH-060-353	160	21	6
	Charger wire (Transfer/Separation)	WIRE-CH-060-353	160	22	9
33	Grid (Main charger)	GRID-210	160	21	9
35	Developer material	D-4560	160	101	3
38	Pick-up roller (Cassette)	K-ROL-PICK-UP	--80	12	13
	Pick-up roller (Bypass)	K-ROL-PICK-BYP	--80	15	15
39	Feed roller (Cassette)	K-ROL-FEED	--80	12	18
	Feed roller (Bypass)	K-ROL-FEED-1	--80	15	25
40	Separation roller (Cassette)	K-ROLL-SPT	--80	12	29
46	Separation pad (Bypass)	K-PAD-SPT-BYP	--80	15	39
47	Heat roller (H/R)	HR-4560-U	320	26	13
49	Pressure roller (P/R)	HR-4560-L	320	26	8
50	Cleaning roller	SR-4560H	160	26	37
52	Separation claw (H/R)	SCRAPER-HR-213	160	27	25
56	Cleaning felt roller	B-4560H	160	26	39
71	ADU Pick-up roller	K-ROL-PICK-ADU	80	52	32
72	ADU Feed roller (Main)	K-ROL-FED-ADU-M	80	52	27
74	ADU Separation roller	K-ROLL-SPRT	80	52	14
P1	RADF Separation pad	PAD-SPT	450	41	100



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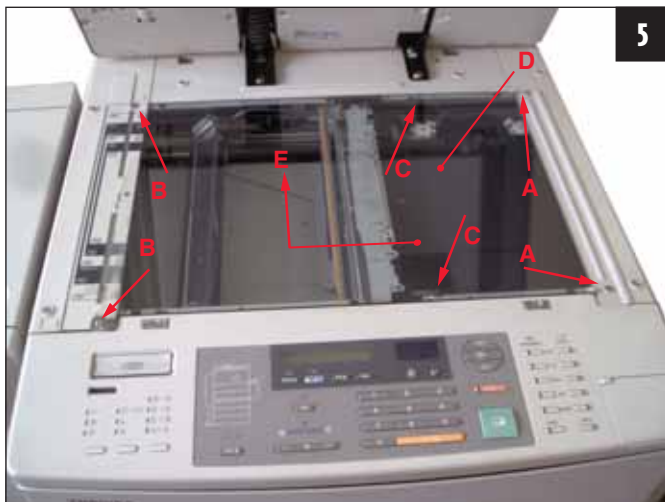
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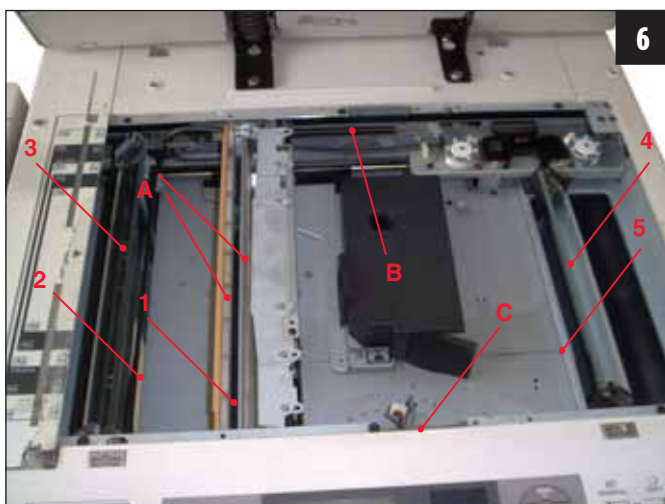
3. A STEP-BY-STEP GUIDE TO PERIODICAL MAINTENANCE AND CLEANING

Optical section:

1. Remove screws A and the original glass retaining plate. Remove the original glass and clean it both sides with window cleaner. Note – do not remove screws B. They are used for correction of image skew and registration of the copy image.
2. Remove screws C. Remove the lens cover D, carefully in the direction E, careful not to break the drive tooth belt of the lens assembly and the carriage drive wire. See figure 5.



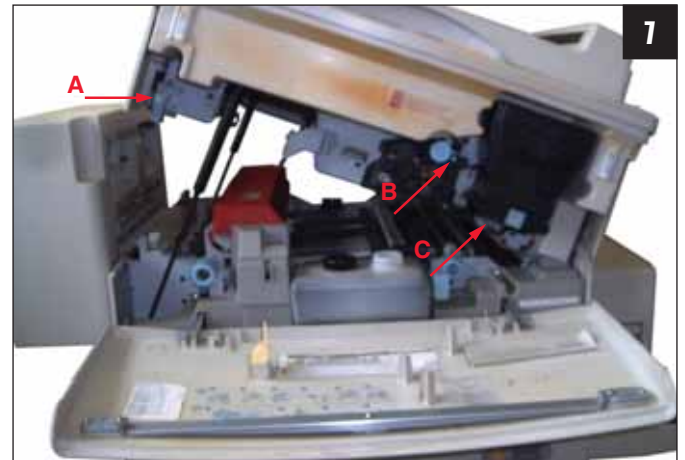
3. Clean with dry lint free cloth mirrors 1, 2, 3, 4 and 5 as well as the expo-lamp reflector A.
4. Clean with isopropyl alcohol the sliders B and C of the carriage 1 and 2. Note – be careful not to bend carriage 3, because it is mounted only to the rear side of the copier. Bending will result in copy image skew. See figure 6.



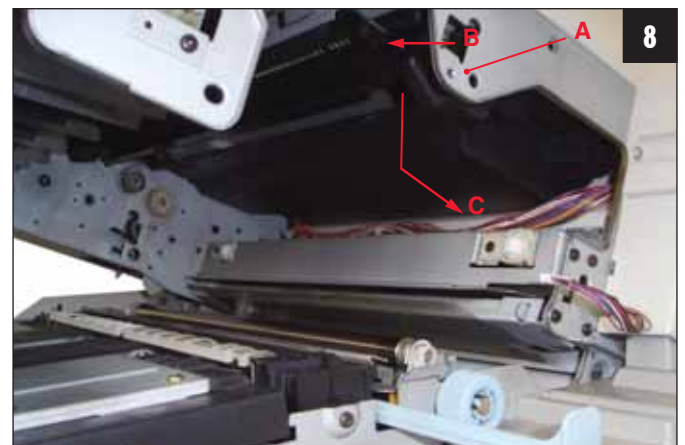
MAIN BODY OF THE MACHINE:

1. Open the front cover of the machine. Push the blue knob in direction A and split the copier in two halves. Remove and clean the waste toner container. Remove the toner container.

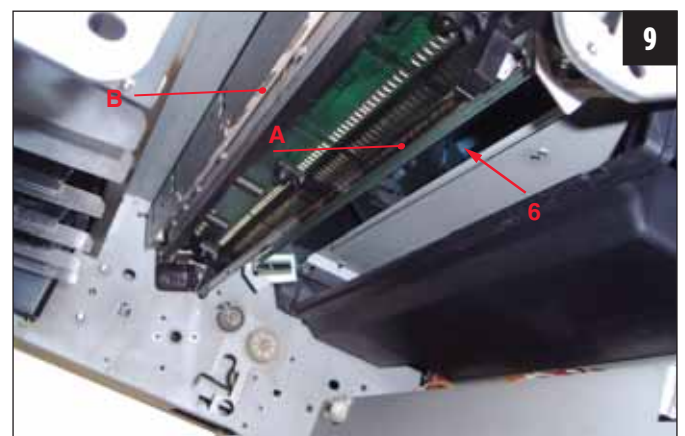
Remove screw B and unplug terminal C. Gently pull out the developer/image formation module. Place it on a flat, clean surface and cover it with a newspaper so as no light comes in contact with the OPC drum. See figure 7.



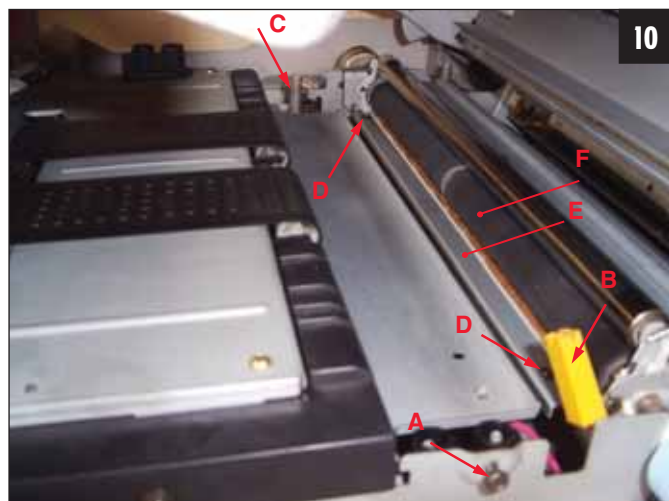
2. Remove the mirror 6 slit window cover by inserting a finger in place A, pushing a tab in direction B and pulling the cover out in direction C. Clean the glass with window cleaner both sides. See figure 8.



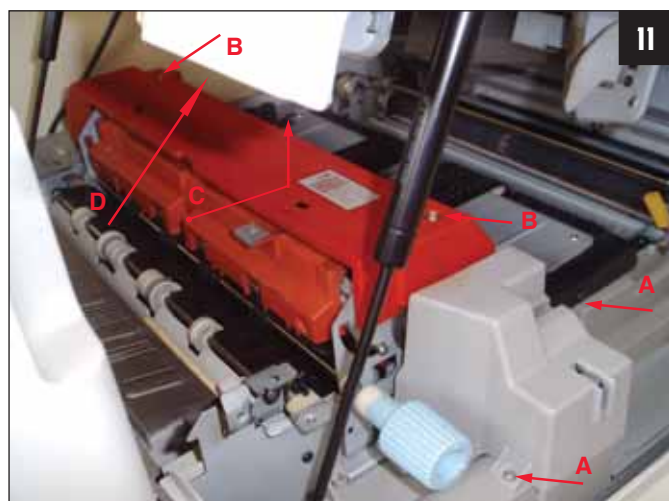
3. Clean mirror 6 with window cleaner. Clean the LED eraser array A and discharge lamps array B with a cloth, soaked with window cleaner. This should remove the tar deposited on them due to the static electricity. This is an important step in improving the image quality. See figure 9.



4. Unscrew partially screw A until the transfer/separation corotron can be lifted. Lift it partially and unplug terminal B. Remove the assembly paying attention to the way the corotron is attached in the rear end C.
5. Remove screws D and the registration roller cleaning felt E. Clean the felt with vacuum cleaner from the paper dust. Using a cloth soaked with rubber roller cleaning fluid, rub the registration roller F until you can touch clean rubber. This is an important step, because a dirty roller can cause registration (misalignment) problems with the copy. See figure 10.



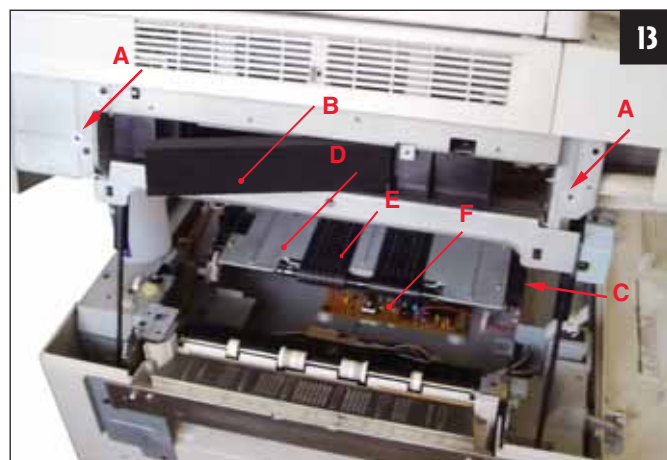
6. Remove screws A and the front fuser cover. Using a short screwdriver remove screws B and the red fuser cover in direction C. Pay attention to the two teeth holding the cover to the unit. Also when you insert your hand be careful not to bend or break the exit sensor D. See figure 11.



7. Unplug the three connectors at the rear end of the fuser unit. Remove screw A and pay attention to the hole it is screwed in. The right one is the circular, not the prolonged. Carefully pull out the fuser unit in direction B. Pay attention the fuser lamp ends, the paper exit sensor and the power supply front switch. See figure 12.



8. Remove two screws A and the ozone filter cover. Remove the ozone filter B and clean it both sides with vacuum cleaner. Remove screw C, unplug the two terminals under the transport belt assembly D and remove it in direction E. Clean the area behind the filter with the vacuum cleaner as well as the inside of the machine. Pay special attention to the area around the front and rear corotron terminals and the high voltage assembly F. If there is any developer material on it you may experience all sorts of image quality problems. See figure 13.



9. Turn the machine to 180 degrees. Remove the upper rear cover, by removing the 5 screws that hold it. Located on the cover is an optical fan filter. Clean it carefully with a vacuum cleaner. Clean the whole back side of the machine. See figure 14.

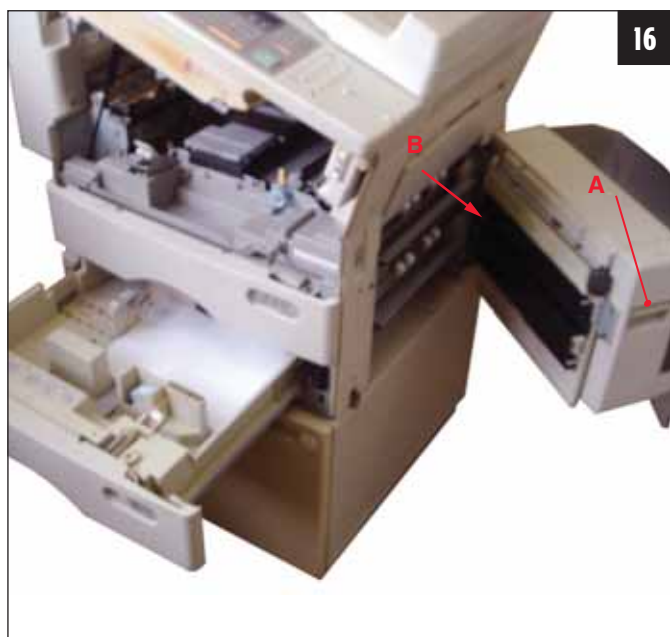


Paper feeding section:

10. Remove the two pins that hold the front cover of the machine in direction A. Be careful not to press down too hard the cover, because the hinge assembly is made of plastic and it can break. Advise the operators of the machine to be careful too every time they open the cover. This is one of the few weak spots of these models. A break will lead to intermediate paper jams, due to "front cover open" condition detected by the copier. See figure 15.



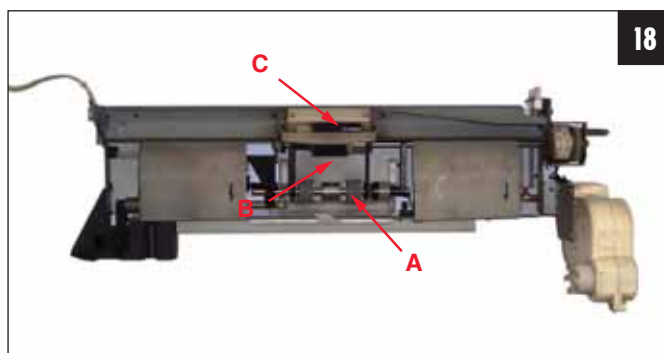
11. Open the LCF unit A. Pull out and lift up all the paper trays the copier has. In case of a presence of a paper feed pedestal, there will be 4 or 5 trays (if ADU is not installed). The procedure described here is valid for removing the paper feed units of all 5 slots. Remove the cover B of paper feed unit's terminal connection with the copier. Unplug the connector too. See figure 16.



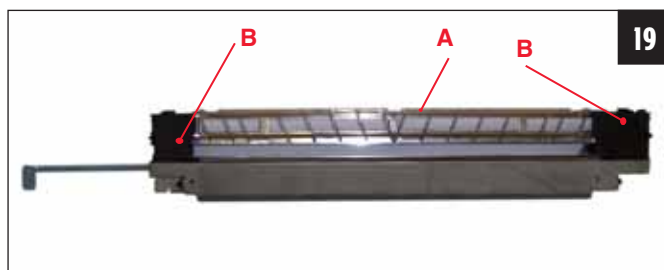
12. Remove screws A and unplug connector B. Carefully remove the feeder unit in direction C. See figure 17.

**CLEANING THE MODULES OF THE MACHINE****Feeder unit:**

1. Clean with rubber cleaning fluid and a cloth, the pick up A, feed B and separation C rollers. See figure 18.

**Transfer/separation corotron assembly:**

1. Remove the protective grid A by pushing the 4 tabs. Remove the terminals protective covers B. Using a vacuum cleaner and a soft brush clean the inside of the assembly, especially the terminals. Be careful not to tear the corotron wires. After you have removed the toner and developer deposits, clean thoroughly by using cotton swabs dipped in window cleaner fluid. From my experience this is the only efficient cleaning agent for this type of dirt deposits. See figure 19.

**Image formation/developer module:**

1. Squeeze the bracket A and remove it in direction B. Lift the main corotron assembly in direction C and remove it, careful not to scratch the OPC drum. Lift the bracket D and push down bracket E. Carefully separate the imaging unit from the

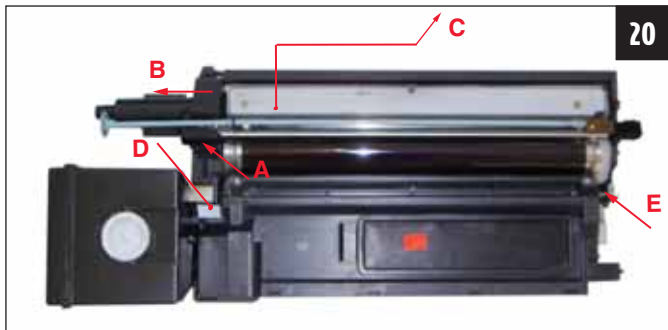
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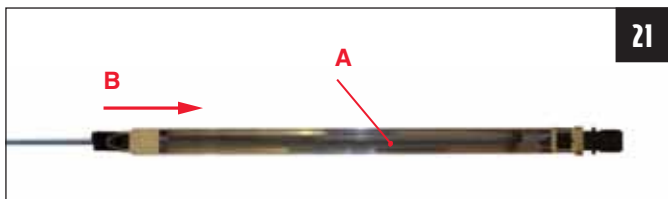
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developer unit. Put the imaging unit on a flat clean surface and shade it with a piece of paper. As you know the OPC drum is PHOTO sensitive. See figure 20.



Main charger:

1. Push the grid A in direction B and detach it from the hooks at the rear end. Spray the grid with a window cleaner and brush it both sides. Dry it with a lint free cloth. If there are any fibers left brush them off. This is important for the copy image quality. Using cotton swabs and window cleaner, clean the corotron assembly and the wire itself. See figure 21.



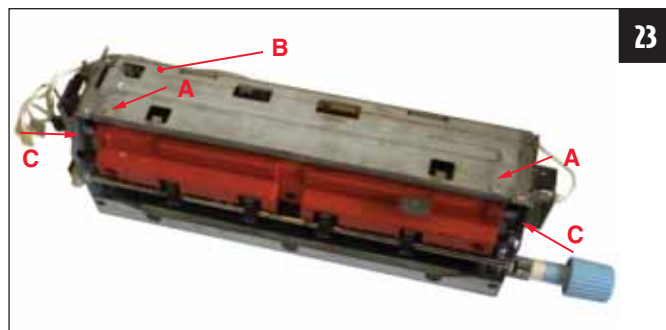
Developer unit:

1. Clean the unit with vacuum cleaner (of course the developer layer on the developer roller shouldn't be vacuumed). Don't turn the unit up side down as the developer material will spill out. Clean underneath the developer roller. If there is too much toner, that is an indicator the developer material is worn and needs to be replaced. Rotate the input gear of the unit in direction A. If there is too much torque needed this is an indicator of a mechanical failure that will be discussed in following articles. However do not allow the operator to use the machine because this will lead to unneeded failures in the main drive assembly. Check if the developer roller spacers B are freely rotating. However, too much play is also an indicator for wear. See figure 22.

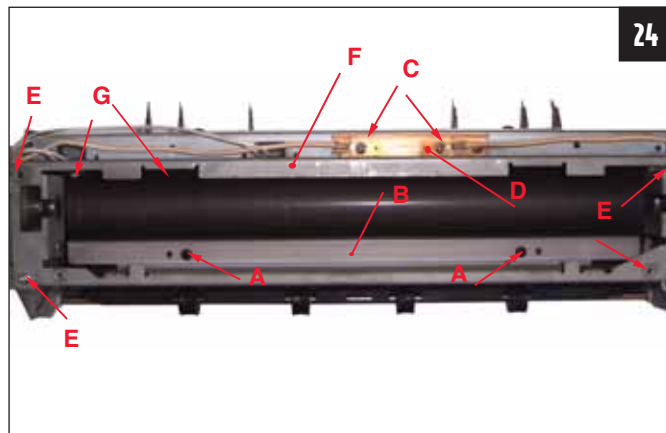


Fusing unit:

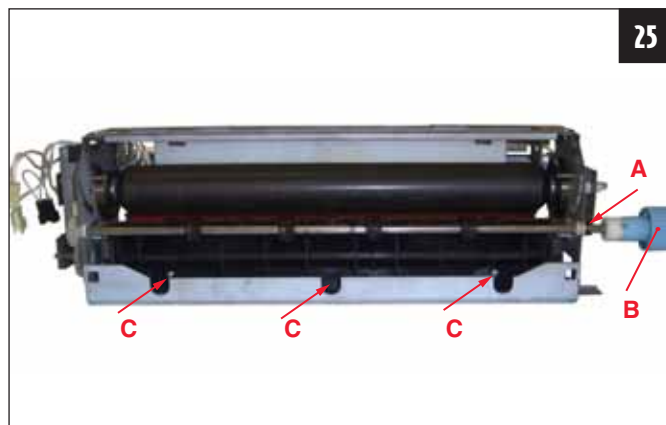
1. Remove screws A and the silicone roller cover B. Remove the springs underneath. Pay attention to the place of the springs. They are not the same type – the one on the geared side of the silicone roller is stiffer than the other. Remove the roller itself. Remove screws C and remove the upper separation fingers assembly. Inspect and replace them if needed. See figure 23.



2. Remove screws A and the upper fuser roller cleaning blade B. Remove screws C and the thermo fuse D. Clean it with acetone. Remove screws E and the plate F. Remove screws G and the two thermistors. Clean them with acetone. See figure 24.



3. Remove the clip A and the hand-cranking shaft B. Remove 3 screws C and the lower separation fingers assembly. Clean them with acetone too. See figure 25.





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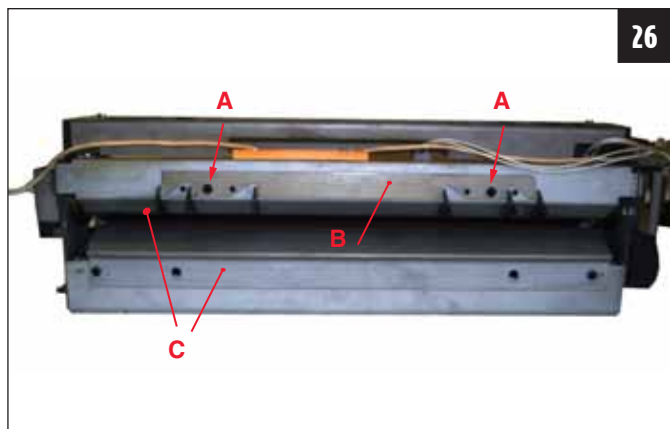


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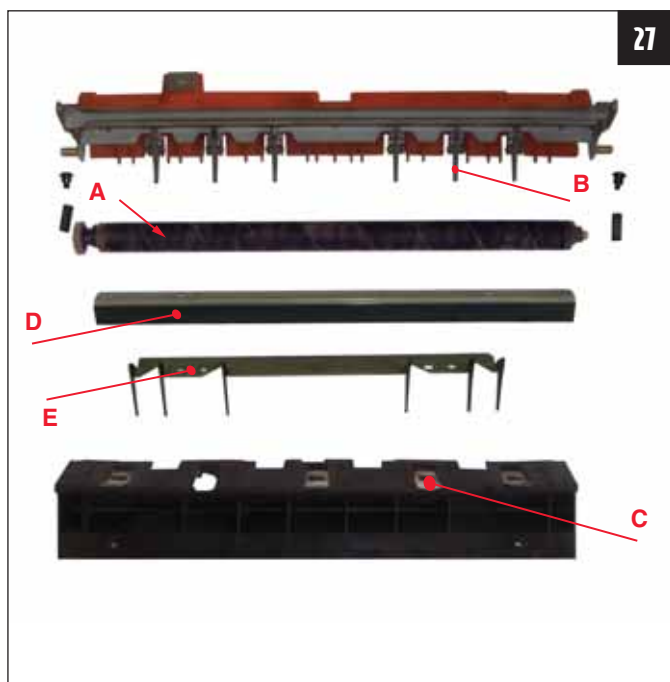
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4. Remove screws A and the upper paper guide B. Clean the flat surface guides C with acetone. This is important because uneven layers of fused toner can cause image defects, paper jams and wrinkling. See figure 26.



5. Clean the silicone roller A it with vacuum cleaner, rubbing carefully its surface. If the dirt doesn't come off, use a cloth soaked with acetone. After that, soak moderately the roller with silicone oil. Clean the upper B and lower C separation fingers with acetone. Clean the upper fuser roller blade D with acetone. Clean the upper paper guide E with acetone. See figure 27.

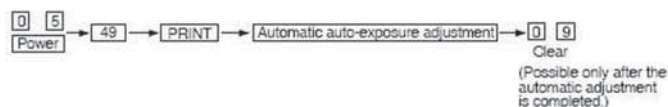


4. IMAGE DENSITY ADJUSTMENTS

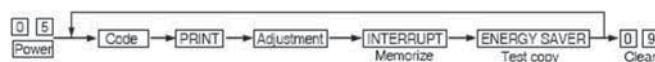
1. Enter the adjustment mode AJ by holding together numerical buttons 0 and 5 and turning on the machine.
2. Begin with adjustment of the copy density in the middle position. Make a test copy by pressing the "Energy saver button". If the copy is too light or too dark change the value of code 1 (the higher the value the lighter the copy density). The procedure is the following: enter 1 and press the Start

button. Change the value and store it by pressing the Interrupt button. Make a test copy and readjust if necessary.

3. Execute the auto exposure auto adjustment procedure – place a couple of white A3 sheets on the original glass and close the platen. Enter code 49 and press the start button. After completion make a test copy. If necessary change manually the auto exposure density by changing the value in code 5.



4. Adjust the density of darkest and lightest mode using the same procedure as in 2. The codes are respectively 10 and 9.
5. Adjust the density of the photo exposure – code 14.
6. Exit the AJ mode by pressing the 0 and 9 buttons or turn off the machine.



Adjustment sequence	Exposure mode	Reproduction ratio	Adjustment code
1	Manual exposure	100%	1
2	Automatic adjustment of automatic exposure	50 ~ 200%	49
*3	Light (max.)	100% or appropriate reproduction ratio	9
*4	Dark (min.)		10
5	Manual photo exposure	100%	14

RCE

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Recharger Magazine is constantly working to update and upgrade its product offerings to the imaging supplies aftermarket. We have spread the word into Chinese, Spanish and Portuguese, adding an additional 5,500 online subscribers to our family and have developed new global partnerships to produce world-class events around the globe; the type of events that only Recharger Magazine can offer.

For information on all of Recharger Magazine's products and events visit: www.rechargermagazine.com

News from Eastern Europe:

CEE

----> CartridgeLand / Russia



CartridgeLand Signed a New Agreement with Integral, Germany

The Russian company CartridgeLand announced it had concluded a new agreement with its supplier, Integral International, for using the supplier's logo on boxes for recycled cartridges. The logo will be used only for the remanufactured cartridges, in which Integral's supplies are used.

This marketing idea was thought up to promote Integral products more effectively in Russia. Specialists and companies interested in this offer, can send an inquiry to integraltoner@yandex.ru or by fax +7 (8863) 223-88-50.

CEE

----> Group of companies V.M. / Ukraine



Patron Toner Cartridge for Xerox WC 3119

V.M. launched a new Patron-branded jumbo cartridge for the popular monochrome printer Xerox WorkCentre 3119.

XEROX 013R00625 (WC 3119), PATRON
Compatibility: MFU Xerox WorkCentre 3119.
Yield: jumbo (3000 pages +30%).



As STMC test results showed, the yield of this Patron cartridge is by 30% higher than of its original Xerox analogue.

All these cartridges are manufactured in Ukraine at the V.M. factory in Kiev. The product is on market from April 16, 2008.

www.vm.ua

CEE

----> Alkor / Ukraine



SKYHORSE - Branded Products in Ukraine

One of the leading manufacturers of compatible imaging supplies, JIAXING TIANMA PRINTER CONSUMABLES CO., LTD, manufacturing Skyhorse-branded products announced the beginning of official shipments of its products into Ukraine.

In December 2007 JIAXING TIANMA PRINTER CONSUMABLES CO., LTD, on one hand, Alkor-Ukraine, on the other, concluded an agreement about exclusive Skyhorse products in Ukraine. All instructions for use were translated into Ukrainian and marketing and promotion programs set in place for 2008. Today, shipments of Ultrige, Round, Refillable inkjet cartridges for the most popular Canon, Epson, Brother inkjet printers as well as A4 and A6 format paper are regular. The presence of such products like refillable cartridges, refill kits, replaceable tank cartridges in the line of products allow the customer to make the most optimal choice in order to save on color and photo printing.



www.skyhorse.kiev.ua

CEE

----> Bulat Group / Russia



New Toner for Samsung ML 3560

Bulat is glad to announce the release of new toners for Samsung printers in specially designed packaging: ML 3560/3561n/3561dn. 175g

www.bulatgroup.ru

News from Eastern Europe:

CEE

----> Group of Companies V.M. | Ukraine



Patron Compatible Inks for Epson Printers and MFUs

From April 21, 2008, V.M. added to its product line Patron compatible inks meant for printers Epson Stylus Photo R200, R220, R300 (R300ME), R320 and MFUs: Epson Stylus Photo RX500, RX600, RX620, RX640, as well as new inks for Epson Stylus Photo R200, R220, R300 (R300ME), R320 and Epson Stylus Photo RX500, RX600, RX620, RX640.

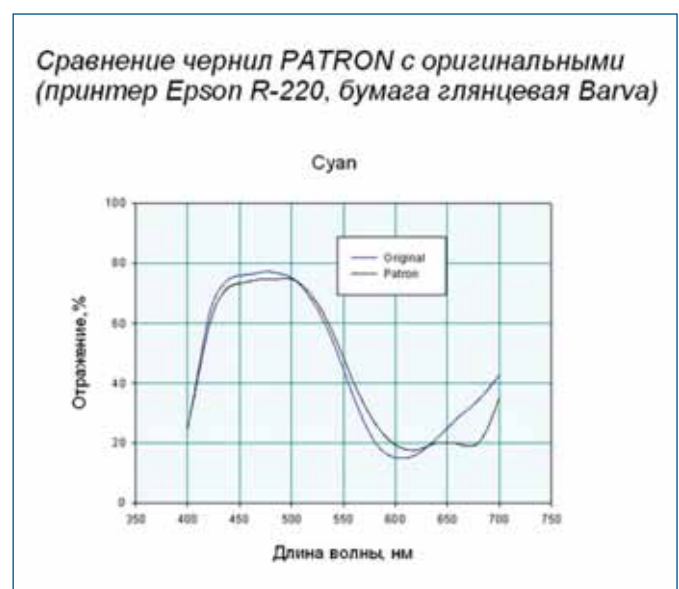
From April 23, 2008, the company also offers to its customers and partners new Patron inks for inkjets: Epson Stylus Photo R270, R290, R390, 1410 and MFUs: Epson Stylus Photo RX590, RX610, RX690.

The V.M. research laboratory continues active development and testing of compatible inks, which are offered to Ukrainian customers under the brand name Patron. The new Patron inks of T048 and T081 series are to be used for photo printing and are similar to water-based quick-drying inks with improved Epson QuickDry and Claria properties.

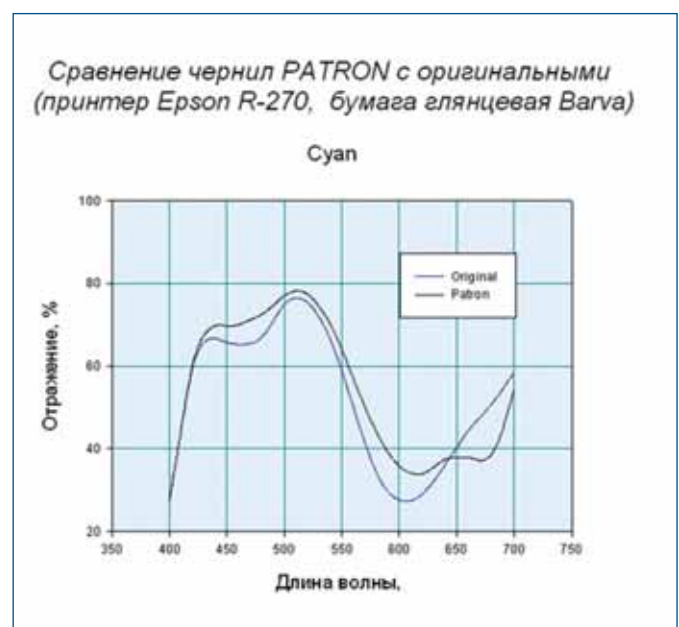
Bottle	Name	Full compatibility
	T048 series:	Inkjets:
	Inks EPSON T0481, black, 180 g, PATRON	Epson Stylus Photo R200, Epson Stylus Photo R220, Epson Stylus Photo R300 (R300ME), Epson Stylus Photo R320
	Inks EPSON T0482, cyan, 180 g, PATRON	
	Inks EPSON T0483, magenta, 180 g, PATRON	
	Inks EPSON T0484, yellow, 180 g., PATRON	MFUs: Epson Stylus Photo RX500, Epson Stylus Photo RX600, Epson Stylus Photo RX620, Epson Stylus Photo RX640.
	Inks EPSON T0485, light cyan, 180 g, PATRON	
	T081 series:	Inkjet photoprinters:
	Inks EPSON T0811, black, 180 g, PATRON	Epson Stylus Photo R270, Epson Stylus Photo R290, Epson Stylus Photo R390, Epson Stylus Photo 1410,
	Inks EPSON T0812, cyan, 180 g, PATRON	
	Inks EPSON T0813, magenta, 180 g, PATRON	
	Inks EPSON T0814, yellow, 180 g., PATRON	MFUs: Epson Stylus Photo RX590, Epson Stylus Photo RX610, Epson Stylus Photo RX690.
	Inks EPSON T0815, light cyan, 180 g., PATRON	
	Inks EPSON T0816, light magenta, 180 g, PATRON	

Below are presented comparative spectral properties of original Epson inks and compatible Patron inks. According to the results of testing three colors (cyan, magenta, yellow) it may be concluded that Patron properties are practically similar to Epson's.

Testing on Epson Stylus Photo R220 printer and glossy Barva paper.



Testing on Epson Stylus Photo R270 printer and glossy Barva paper.



News from Eastern Europe:

CEE

----> V.M. / Ukraine



■ Barva Paper for Wide-Scale Printing in Rolls

V.M. presented a new stock unit: Barva paper for wide-scale printers, which includes first 5 position of matt, glossy and Profi series. The paper is on market from May 12, 2008.

The spring Barva wide-scale paper includes:

- BARVA LFP, matt, (IP-A090-092), 610 mm x 30 m.
- BARVA LFP, matt, (IP-A180-093), 1118 mm x 30 m.
- BARVA LFP, glossy, (IP-C210-094), 610 mm x 30 m
- BARVA LFP PROFI, white superglossy, (IP-R255-095), 610 mm x 30 m.
- BARVA LFP PROFI, white silk, (IP-V255-096), 610 mm x 30 m.

Barva LFP series have a large compatibility with various inkjet plotters.

It is recommended for printing with both water and pigment inks.

www.vm.ua

CEE

----> World Wide Manufacturing / Ukraine



■ WWM Inks for Brother MFUs

Since relatively inexpensive and compact Brother MFUs are becoming more popular in Ukraine, WWM launched inks to be used in these devices. After a number of detailed tests and formula elaborations in its research center, WWM is glad to announce the release of two lines of inks for Brother inkjet MFUs. The inks will be in sale in newly designed bottles starting with June'08.



www.wwm.ua

CEE

----> Orgtehsugba / Russia



■ New Sublimation Inks

Orgtehsugba, Russia, is ready to offer to its current and future partners high-quality sublimation inks, which were highly assessed by independent specialists. The company also offers thermo-transfer paper.

www.orgtehsugba.ru

CEE

----> Blackpoint / Poland



■ New Epson Inkjet Cartridges

Black Point announced the release of compatible inkjet cartridges for Epson inkjet printers. The new cartridges are the first in the series of cartridges compatible with this manufacturer's equipment, which Black Point produced in 2008. As the testing made by the company's staff showed, the quality of the cartridges is similar to that of the original cartridges. The new compatible cartridges are in sale from the end of May, 2008.



The cartridges are fully compatible with the following printer models: Epson Stylus D78, D92, D120, DX4000, DX4050, DX4400, DX4450, DX5000, DX5050, DX6000, DX6050, DX7400, DX7450, DX8400, DX8450, 7000F, 9400F.

www.blackpoint.pl

CEE

----> TNC / Bulgaria



■ TNC Got Achievement Acknowledgment from its Supplier

Ninestar Image Co., manufacturer of G&G branded products, awarded its Bulgarian partner, TNC, the "Strategic G&G brand partner of the year 2008" prize. The representatives of the Bulgarian company point out that this prize is the fruit of the assiduous work and joint efforts deployed for promoting G&G products in the Bulgarian market of imaging supplies.



www.tnc-bg.com



KANTE ZK s.r.o. is a wholesale supplier of OEM and compatible imaging supplies for all brand office printing equipment.

The company offers:

- *toner and toner cartridges for copiers and printers*
- *inkjet cartridges and ribbon for facsimile machines*
- *color ribbon for dot matrix printers and typing machines*
- *spare parts for office printing equipment*
- *spare parts for remanufacturing and recycling of laser and inkjet cartridges*
- *sublimation ink and toner for printers*
- *equipment for cartridge remanufacturing and recharging*

TONERS



RIBBONS • INKS



PARTS



EQUIPMENT



News from Eastern Europe:

CEE

----> **Biuromax / Poland**

Biuromax Plays Only Fair Games and Manufactures Only Clean Products

At the end of April 2008, Biuromax was visited by a specially appointed HP auditor, who verified the company's products as for fake and forged cartridges.

To Biuromax's honor, the auditor congratulated the company's staff on the fact that all products are in compliance with the supplier's requirements. This was presented in writing:



This auditing visit was arbitrary. Such visits are organized by HP in order to check its partners and distributors for uncommon or illegal products.

www.biuromax.com.pl

WORLD

----> **Atlantis Mediterraneo / FRANCE**

Toner for use in Canon iR 1018, 1018J, 1019, 1020, 1022A, 1022F, 1022i, 1022iF, 1022iR, 1023, 1023iF, 1023N - CEXV18

Canon iR 1018, 1019, 1020, 1022i, 1023 are recently introduced multifunctional equipments, print / copy at 18 – 23 pages per minute - Double-sided documents - Superb 1200 dpi print resolution - Compact, desktop operation - great for small businesses - Easy network set-up - Automatic energy saving when not in use - Environmentally considerate. The Canon iR1018 offers brilliant communication for home offices and small businesses.

Our product is absolutely compatible with the OEM toner and offer equivalent performance. Individual packaging of each cartridge including 465g of toner made in EU guarantee 8400 pages (5% coverage).

OEM Reference: 0386 B002 | Available 1st of June 2008

www.atlantis-med.fr

WORLD

----> **Atlantis Mediterraneo / FRANCE**

Toner for use in: Canon iR C2880 / iR C2880i / iR C3380 / iR C3380i - CEXV21

The iRC2880i delivers on all counts. It's a compact, multifunctional printer that's ideal for busy office environments, helping you print, copy, fax, scan and send in top-quality color with professional finishing options.

Auto Color Sensing (ACS) means that the device automatically detects which pages contain color, and then prints them accordingly. So when color isn't required, you pay only for black and white prints. With powerful finishing options you can fold documents, hole punch and even create your own color booklets!

Our compatible replacement cartridges are particularly engineered to achieve the maximum standards of reliability and yields that meet OEM standards and offer high-quality printing results. Manufactured brand new under ISO 9001 quality management with 100% new components, they are a cost efficient alternative.

Yield: Bk ctg 25 000, CMY Hi-Capacity 17 000 (5% coverage)

OEM Reference: 0452B002, 0453B002, 0454B002, 0455B002 | Available 15th of May 2008

www.atlantis-med.fr

WORLD

----> **Atlantis Mediterraneo / FRANCE**

■ Toner for use in Konica Minolta Bizhub 600, 750G

Konica Minolta Bizhub 600,750 are copier, printer, scanner and fax machines. Copy/print speed A4: 60 respectively 75 cpm/ppm. The bizhub 600 offers the communication and networking capabilities that large departments, agencies, and organizations require in today's global community. The new bizhub 750 offer a wide range of sophisticated finishing capabilities and produce high volume jobs calling for top rate black & white copies or prints on a tight deadline.

Our product is absolutely compatible with the OEM toner and offer equivalent performance. Individual packaging of each cartridge including 1160g of toner guarantee 55 000 pages (5% coverage).

OEM Reference: TN 710/02XF | Available 15th of April 2008

www.atlantis-med.fr

WORLD

----> **DELACAMP / Germany**

■ DELACAMP is First-to-Market with a Solution for the P1005, P1006, P1007, P1008, P1505, M1120 and M1522

Hamburg, Germany, April 2008 – DELACAMP introduced a truly first-to-market solution for the P1005, P1006, P1007, P1008, P1505, M1120, M1522 only five months after the printer release at the REMAX. The MK Imaging solution is made of a specially formulated pulverized toner that has been engineered to behave similarly to magnetic polymerized toner when used in conjunction with a specifically engineered MK Imaging drum. Due to the specially engineered toner and OPC and the transference of fewer milligrams per page, the solution from MK Imaging will not cause waste bin overflow.

Because of these new P100x/P15xx series printers being monochrome with low printer speeds and the fact that MK Imaging is the only manufacturer who has full control of the toner and drum development as a true in-house system, MK Imaging was capable of formulating a pulverized toner that can be used in these applications. With these new printers as well as the new P4xxx series using magnetic polymerized toner, it looks as if magnetic polymerized toner is here to stay and represents future technology. Therefore, MK Imaging and DELACAMP



have started the development of a chemical magnetic toner. DELACAMP is also offering Wiper Blades and Doctor Blades for the P1005, P1006, P1007, P1008, P1505, M1120, M1522. Chips, PCR, MRS, Seals and enlarged waste hoppers and toner hoppers are currently in testing.

DELACAMP, with the main office located in Hamburg, Germany is a leading supplier of components to the remanufacturing industry as well as components and spare parts for copier machines worldwide. In order to provide superior service to its customers, DELACAMP holds a large product range and inventory of matched quality components, competitively priced. Together with its Partner Future Graphics and MK Imaging, DELACAMP has a total of 22 facilities worldwide and a joint technical team of more than 100 mechanical and electrical engineers, chemists, and other technical staff.

www.delacamp.com

WORLD

----> **Densigraphix / Canada**

■ Densigraphix Announces New Compatible Toner Cartridge for use in Canon imageRUNNER 1023

Densigraphix today announced a new compatible toner copier cartridge for use in Canon imageRUNNER 1023, which is a replacement product for the Canon GPR-22. "Introduced in November 2006, this segment 2 multi functional device has the basic features required by small businesses," says Dana J. Valley, VP Sales & Marketing. "Since these units are sold through the dealer network, sales have been high with thousands of units being placed."

"Testing of the new product included compatibility, yield and image density. In addition to passing the standard forward and reverse compatibility tests, the Densigraphix toner

surpassed the OEM product in image density and the yield was increased by 10%!" exclaims Mitch Schwartz Director Quality Assurance.

"The toner cartridge is as easy to install and remove as the OEM cartridge and does not infringe on the OEM design." As with all Densigraphix products, this new compatible toner cartridge is backed with a 100 percent customer satisfaction guarantee. The products are in stock and ready to ship. For more information or to order, visit the on-line catalog at www.densi.com or contact your local sales representative.



■ First to Market Comprehensive System Solution for HP® P1005™/P1006™, P1505™, M1522™

Los Angeles, CA – Only five months after the OEM release, Future Graphics is pleased to announce a complete Comprehensive System Solution™ (CSS) for the HP® P1005™/P1006™, P1505™ and M1522™.

Replacements for the 1012 series, the P1005™/P1006™, P1505™ and M1522™ monochrome desktop printers are the lowest-priced SOHO channel laser printers ever released by HP. At just over 4 cents per page, the OEM consumables represent the highest ever cost-per-page for an HP® monochrome printer, which translates as great profit opportunities for remanufacturers.

The Comprehensive System Solution™ from Future Graphics includes performance-matched MK Imaging toner and OPC, fully functional chip, wiper blade, recovery blade, doctor blade, lay-in seal and drill-hole fixture.



It was first confirmed at the MK Imaging and Future Graphics Research and Development Centers that the OEM product uses a magnetic polymerized toner that was previously unseen in the market. The solution developed by MK Imaging/Future Graphics is a specially formulated pulverized toner that has been engineered to perform similarly to OEM magnetized chemical toner when used in conjunction with a co-engineered MK Imaging drum. Due to this proprietary process, and efficient toner usage, the solution from FG will not cause waste bin overflow while meeting OEM standards for page yield.

Another critical aspect of CSS is the design and production of affordable and easy-to-use tooling and jigs. The patent-pending drill-hole fixture for the P1005/P1006 and P1505

simplifies the remanufacturing process and reduces damage risk to the auger. There are two separate jig holes to accommodate the differences of the P1005 and P1006 and a fill plug is included with the kit.

“While many may view new technology as a threat, we at Future Graphics LLC view it as an opportunity for the aftermarket,” said Luke Goldberg, Senior VP, Future Graphics. “The first months after a printer release, the OEM enjoys a 100% share. This represents a huge opportunity for our customers as opposed to older technology as it becomes commoditized. New technology allows FG and our customers to set themselves apart from lower-cost producers who cannot -- and will not -- invest in the leading-edge technology that is necessary for the long term success of the R and R industry.”

All of the supplies and components for remanufacturing the P1005/P1006 and 1505 are in stock and ready to ship. Ask your Future Graphics LLC sales rep for a complete new product release kit which includes technical specs, OEM benchmark information, and critical component analysis.

■ Future Graphics Comprehensive Systems Solutions™ Universal Drum Pin Removal Tool for HP®3000/4700™ Series Cartridges

LOS ANGELES – Future Graphics, the industry leader in color technology, announces an improved, patent-pending Drum Pin Removal Tool for increasing the speed, efficiency and profitability of the remanufacturing process for HP®3000/3600/3800/CP3505 /3500/3700™ and 4700/4730/CP4005™ color cartridges.



easy
the tool itself.

The patent-pending Drum Pin Removal Tool (DRPINTOOL2) provides a quick, easy-to-use and reliable process for extraction and installation of drum spring pins in the wide range of HP® color cartridges. The improved, modular design of the tool protects OEM spring pins from splitting or mushrooming, a frequent result of other methods, and allows replacement of any damaged parts of

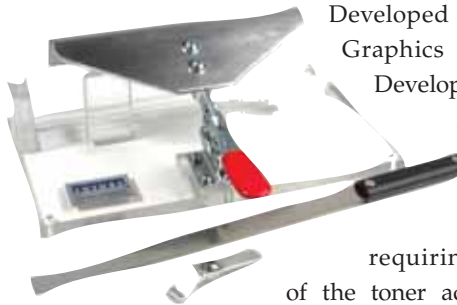
Complete instructions for using the Drum Pin Removal Tool, along with a demonstration video, are available 24 hours a day online at Future Graphics' award-winning website, futuregraphicsllc.com.

WORLD

----> Future Graphics / USA

Future Graphics Introduces Cost-Saving Seal Insertion System for Remanufacturing HP®2600™ Color Cartridges

Future Graphics announces a new Comprehensive System Solutions™ (CSS) patent-pending seal insertion system for HP®2600™ color cartridges.



Developed in the Future Graphics Research and Development Center, the innovative seal insertion system works without heat and without requiring the removal of the toner adder roll. Instead,

the combination of fixture, tools and clamping mechanism properly aligns the new seal for maximum adhesive area coverage. This new system does not cause alterations of critical gaps and tolerances in the cartridge, reducing the potential for leaking/toner dusting.

A part of Future Graphics' Comprehensive Systems Solutions™, the seal insertion fixture and tool set (HP2600SEALCSS) greatly simplifies the remanufacturing of the cartridges for this globally placed line of SOHO color printers.

Complete instructions can be seen at Future Graphic's award-winning website, futuregraphicsllc.com.

WORLD

----> Hi & Bestech / Taiwan

Hi & Bestech Company - the First to Market Chip for Konica Minolta Magicolor®5550

"For the past 2 year, we released chips for Minolta 5430, 5440, 5450 chips which help recyclers on good profits. Thanks to our R&D staff hard working, we are happy to announce our first to market chips for Minolta Magicolor 5550/5570 " said Alvin Hsu, sales director of Hi & Bestech.



Konica Minolta Magicolor 5550, is a COLOR printer with very high performance with the following quick fact:

1. Print speed: High-quality, high-definition full color up to 25.6ppm or B&W up to 30ppm
2. Memory 256 MB
3. 40GB hard disc drive

4. Print resolution 600X600 dpi X 4bit (be equal to 9600X600dpi, Photo Art)
5. Month duty cycle 120,000

Hi & Bestech's black, cyan, magenta and yellow replacement toner chips have a yield of up to 12,000 pgs.

As an industry partner on chip solutions, our team is composed of qualified engineers with more than 20 years on ASIC chip design, reverse engineering and cost- effective production. Our full line of chips are full emulation with 100% functionality but unique circuit and firmware design from OEM chips for Intellectual Property protection.

www.tonerchips.com

WORLD

----> Hi & Bestech / Taiwan

Hi & Bestech First to Market Chip for Minolta Pagepro 4650EN Toner Cartridge

Taichung, TAIWAN -7th, May, 2008, Hi & Bestech company announces the release of a new compatible replacement chip for Minolta pagepro 4650EN printer's toner cartridge.

"Our R&D staffs continually strive to provide the first to market chips to make a nice profit for recyclers. In Oct. 2007 we published Minolta 7450 chips; September, 2006, worked out Minolta Bizhub C250 chips. Now we are excited to supply Minolta pagepro 4650 chip for our RE-industry," said Alvin Hsu, sales director of Hi & Bestech.

Konica Minolta pagepro 4650 is a printer with high monthly duty cycle and compatible with IPv4 and IPv6 network environment:

1. Print/Copy speed: High-quality up to 34-ppm
2. Memory 128 MB standard/ 384MB maximum)
3. Print resolution 600x600dpi, 1200x1200dpi
4. Warm up time less than 20 seconds
5. First print drop down in less than 10.5 seconds
6. Monthly duty cycle 150,000 pages per month

As an industry partner on chip solutions, our team is composed of qualified engineers with more than 20 years on ASIC chip design, reverse engineering and cost- effective production. Our full line of chips are full emulation with 100% functionality but unique circuit and firmware design from OEM chips for Intellectual Property protection.

www.tonerchips.com

WORLD

----> KATUN | Netherlands

KATUN Corporation Introduces Dozens of New Toner Cartridges for Use in HP, KYOCERA MITA, SAMSUNG and other OEM Printers and MFP'S

Offering includes high-quality new-build monochrome toners for Kyocera Mita machines and remanufactured color toner cartridges for widely placed HP color printers.

Katun Corporation, the world's leading alternative supplier to the office equipment industry, is proud to introduce dozens of new Katun Performance toner cartridges for many of today's most popular laser printers, fax machines and multi-function peripherals.

"We are very pleased to add these unique Katun Performance products to our rapidly growing printer/MFP portfolio," said Joe Wagner, vice president of marketing. "Including two exclusive Katun new-build cartridges for use in very popular Kyocera Mita FS 1920-series and FS 3820-series applications, as well as high-quality remanufactured cartridges for current-generation HP color applications, these new products will not only strengthen the breadth of our product offering, but their premium performance also sets us apart from other aftermarket companies."



With these most recent product introductions, Katun's portfolio of toner cartridges for printers, fax machines and MFP's now exceeds 200 products. This comprehensive range of Katun Performance products – whether new-build or remanufactured – provides tremendous savings versus OEM cartridges, and provides optimal, industry-leading product performance that meets or exceeds end-user expectations. Katun Performance products are tested and benchmarked in Katun's state-of-the-art, STMC-certified research and development laboratory.

As with all Katun products, these laser toner cartridges may be ordered via the Katun Online Catalogue – Katun's one-stop Internet resource that allows registered customers to locate and order thousands of Katun products, while accessing real-time information about their orders and accounts.

www.katun.com

WORLD

----> Oasis Imaging | Netherlands

Oasis Distributes ATI Bulk Ink

Oasis Imaging Products BV is pleased to announce the expansion of the product range with ATI bulk ink, consisting of both Dye and Pigment inks.

"Oasis and ATI will be ideal partners, since both companies focus on only premium quality products at very competitive prices", says Marcel van Hemert, marketing representative of Oasis Imaging Products B.V. ATI inks contain several advantages which will convince many recyclers. The color concentration of the dye based inks closely matches that of the OEM and provides excellent storage stability. In addition the ATI Inks have nozzle anti-clogging & crusting-free characteristics at the same level as OEM.

The pigment based ATI inks have a consistently finer particle size than all competition tested, resulting in a superb printing resolution with no shade difference in the printed area. Test results also proved that the influences of the weather have little or no impact on the inks due to its robust UV and water resistant properties. Mostly, the printed image from this black pigment is a darker and truer black, stunning all users exposed.

Many ATI inks have a high level of compatibility and can be used for many cartridge types/brands allowing easy inventory control by reducing overall inventory levels.

"Together with Oasis, we are now in a position to serve our customers with much expanded regional coverage as well as with the full spectrum of products including Toner and its related products" says Duke Baik, General Manager of ATI.

To order, or for more information about ATI ink or replacement products offered by Oasis, contact your Oasis office at +31 24 3882233 or visit www.oasis-imaging.com.

On request ATI be will happy to provide technical and test data/ charts proving all the points and advantages stated above.



About Oasis Imaging Products:

Oasis Imaging Products is a leading supplier of components for remanufacturing toner cartridges. Oasis Imaging Products was founded in 1988 in the USA and currently has offices in the USA and Canada, while the European market and distributors in Africa and the Middle East are being served from the Netherlands. Oasis and you...succeeding together!



About ATI:

The main focus of ATI is on distribution of only the premium quality of MRCT ink products, at very competitive prices. The sales territory covers the entire North and South Americas, Africa, Europe and Australia.

WORLD

----> Oasis Imaging | Netherlands

■ Oasis nuPrint Toner for the HP P3005

Oasis Imaging Products has received a strong response from the market for products for the HP P3005 printer which included the toner, drum, blades, mag rollers and chips. Oasis continues to expand the product line for the HP P3005 Laser Printer and M3027mfp Cartridges with the addition of nuPrint toner.



The nuPrint toner for the HP P3005 is available in 295 grams bottles (#P3TN70295) and 595 grams bottles (#P3TN70595)

Oasis also released the Conversion Hopper Kit (# 24CP3005) to convert the more commonly found and inexpensive HP 2420 cartridges (Q6511A/X) into the hard to find and more expensive P3005 cartridges (Q7551A/X). These conversion hoppers come complete with everything you need, pins, screws, and plastic components, to upgrade these cartridges.

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WORLD

----> Oasis Imaging | Netherlands

■ Oasis Releases Products for the Lexmark E-series

Oasis Imaging Products continues to expand the product range with products for the Lexmark E-series. The products for these monochrome Laser Printers include toner, drum, blades and chips. The Oasis toner for the Lexmark E352 is available in 250 grams bottles (# L5TN10250).

The Oasis toner for the Lexmark E450 is available in 290 grams bottles (# L5TN10290). This toner when matched either with the OEM drum or an OptiPrint II OPC Drum provides an output equal to the stated OEM yield.

Oasis also released the OptiPrint II OPC Drum (# D1DR4005), Wiper Blade (# D1WB20), a 11K Yield Chip (# LMCHE450) for the Lexmark E450, a 3.5K Yield Chip (# LMCHE250) and a 9K Yield Chip (# LMCHE350) for the Lexmark E352. These high quality components offer consistent, OEM-like page yield and image density.

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WORLD

----> UNINETI | USA

■ Uninet Adds Xerox Phaser 6125 Compatible Smartchips & Toners

UniNet R&D released a new line of Unichip Smartchips with compatible Absolute Color Toners for the Xerox Phaser 6125. The new chips and toners have been tested and approved for use in Black cartridges (OEM 106R01334), rated 2,000 pages, and Cyan, Magenta, and Yellow cartridges (106R01331,

106R01332, 106R01332) rated 1,000

pages at 5% coverage. Unichips have been certified RoHS and WEEE compliant and custom-manufactured in the USA by UniNet Chip Manufacturing near Las Vegas, Nevada.



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WORLD

----> UNINETI / USA

Uninet Opens New Office In Colombia

BOGOTA - UniNet Imaging Inc, a leading global manufacturer and distributor of chemical and blended toners, smartchips, and remanufacturing components, announces the expansion of its Latin American capabilities with the opening of a new subsidiary in Bogota, Colombia. UniNet Imaging Colombia Ltd. is committed to serve the growing demand for UniNet Imaging solutions in Colombia and neighboring countries.



UniNet appointed National Director, Jose Enrique Carmagnola, along with Jose Fredy Buitrago in charge of Administrations Management. "I feel very proud to be part of the UniNet family, and to oversee operations for UniNet Colombia. I am thrilled to offer my extensive experience in the industry in both sales and technical support to our growing client base," said Jose Enrique Carmagnola, Director of UniNet Imaging Colombia Ltd.

The new subsidiary will broaden UniNet's ability to offer local sales, distribution, and support services to its fast growing base of clients and prospects considering that Colombia is an important market in Latin America. "Our Bogota's office will allow us to deliver the best quality sales and premium support to our clients and to the growing prospect base in the whole region," added Sergio Aldegheri, UniNet Latin America Regional Manager. UniNet Imaging Colombia Ltd. is comprised of office and warehouse space to carry UniNet's complete line of over 12,000 products, and is conveniently located just two miles away from Bogota's International Airport "El Dorado", and four miles west of Bogota's Free Trade Zone Area. The close proximity to both the airport and the free trade zone area is intended to significantly reduce costs for freight and delivery, as well as for uplifting and re-delivery to clients.

UniNet Imaging Colombia Ltd. is situated at Carrera 97 # 24C-61, Bodega 25A Muelle Industrial, Bogota, Colombia, and can be reached by phone at +57-1-4189356 or by email at uninet@uninet.com.co. For further information, please visit the UniNet Colombia Web site at www.uninet.com.co.

WORLD

----> UNINETI / USA

Uninet Adds Samsung ML 1630 to Product Line

UniNet announces the release of cartridge remanufacturing instructions, compatible Doctor and Wiper Uniblades, Absolute Black toner, Unidrum OPC with gears, and Smartchip for the Samsung ML 1630, 1631 mono laser printer.



UniNet has qualified the latest toner and recycling components for use in ML - 1630, 1631, OEM ML-D1630A cartridges, rated 2,000 pages at 5% coverage.

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A Toner Filling Solution from DREAMFILL

Dreamfill Inc., USA

A lot of recyclers and remanufacturers in Eastern Europe and Asia have sometimes trouble identifying and finding a good toner filling machine. The main problem is that the reman specialist does not know how the machine works and how much toner it uses. There are also other questions depending on the specificity of each individual business (noise, dimensions, etc.).

The U.S. based company Dreamfill seems to have solved almost all of these problems and can stop the worries. The company offers a patent-pending Dreamfill system, able to be a very useful assistant in any remanufacturing company or shop.



Dreamfill Inc. is the developer of the latest innovation in toner cartridge filling. By means of the new technology, toner is filled directly into cartridges, bottles, bags, and other containers quickly and accurately. Compact enough to sit on a work bench, the Dreamfill system is easy to use and easy to maintain. The company points out that their system is perfect for small, medium, and large production facilities.

Based on 18 years of experience in the industry, the company is a professional in toner matters. Toner microfine particle size and poor flow characteristics create a powdery mess when filling cartridges. To solve this problem, Dreamfill Inc. set its research team to develop a compact, efficient, easy-to-use system to help rechargers handle toner. As a result, a new technologic machine came into being.

The Dreamfill can be used to dispense a wide range of other fine, granular substances. Originally designed for the toner industry, the innovative filling machine can be used by the food, pharmaceutical, and chemical industries for similar applications.

A Dreamfill-powered machine possesses various value-accumulating features:

- Accurate gram levels distribution for all cartridges/bottles.
- Space-saving, convenient table-top design.
- It is easy to program and change settings.
- There is full control and options to modify fill speeds.
- The pour spout has four (4) circumferences to accommodate most cartridges and bottle sizes.
- Two (2) custom funnel systems allow direct fill into most cartridges.
- Toner settles evenly while the cartridge is being filled.
- It weighs much less than other filling systems (similar in size to the HP 4700n color printer).
- It is operated while the specialist is seated or standing, using foot switch or buttons.
- One person can operate 2 or 3 machines simultaneously allowing you to engage in other tasks.
- Clean and quiet operation—there is negligible toner emanation while filling.
- Easy to clean, quick disassembly. Lower your supply costs by purchasing bulk toner instead of bottles and increase your productivity.



RECHARGEAST MAGAZINE ASKED DREAMFILL'S REPRESENTATIVES A NUMBER OF QUESTIONS ABOUT THIS INNOVATIVE SYSTEM:

RechargEast: *How much toner does the Dreamfill hold?*

Dreamfill: The Dreamfill is designed for use for a maximum weight of 19 kg of toner. Filling the hopper beyond its maximum capacity will result in inaccurate toner output.

RechargEast: *What are the power requirements?*

Dreamfill: The Dreamfill is designed for AC 110-120 volt, 50/60Hz use only. Otherwise, you must use a

transformer. Still, we can custom-make AC 208, 230, 380 volt operated machines depending upon order quantity and delivery schedule, in case of European countries. The customer is to contact us to discuss your specific requirements.

RechargEast: *How long does it take to set up the dispersion machine to fill toner directly into cartridges?*

Dreamfill: Bottle/dispensing spout setup takes about 4 seconds to assemble and 4 seconds to disassemble. Toner cartridge/funnel setup takes about 5 seconds to assemble and 5 seconds to disassemble.

RechargEast: *Which dispensing spouts fit into bottles?*

Dreamfill: Our dispensing spout fits bottles of 4 different circumference measurements.

RechargEast: *How do I control toner overflow into the cartridges?*

Dreamfill: You should experience no overflow, as flow is evenly dispensed and toner settles during filling. There is a negligible amount of toner that emanates between the funnel and toner cartridge if there is not a proper fit into the cartridge.

RechargEast: *How long can I operate the Dreamfill machine?*

Dreamfill: Approximately 20 hours, then let it cool for 1 hour before turning it back on.

RechargEast: *How quiet is the Dreamfill?*

Dreamfill: There is very little noise during filling. One of the many attractive features of the Dreamfill is its relatively quiet operation.

RechargEast: *Approximately how long does it take to clean the Dreamfill after use?*

Dreamfill: Machine disassembly, cleaning, and reassembly time is approximately 10 minutes. This time includes cleaning of the spout, hopper, screw (auger), and pipe.

RechargEast: *Are you proud of this breakthrough device?*

Dreamfill: Yes, we are. The Dreamfill System's unique features offer better performance and reliability over other existing toner filling machines on the market.

Dreamfill Inc.

www.dreamfill.com

info@dreamfill.com **RCE**

KATUN Exceeds Its Customers' Expectations!

Interview with
Karl Cerny and Thomas Wolf,
Katun

At Remax 2008 RechargEast Magazine's representatives had chance to speak with the key persons from Katun's European office. Karl Cerny, managing the activities of the company in Europe and Middle East, and Thomas Wolf, director for regional sales, were glad to answer a couple of questions of our magazine. The interview is presented below.

RechargEast Magazine: What is the current situation of the market of printing supplies in Central and Eastern Europe from Katun's standpoint? Is there room for further growing?

Karl: It's very important that we have the right products that fit to the market needs, and our own market research shows that there's opportunity in Eastern Europe's aftermarket industry for a fast and steady growth. As you know our key foundation has been on copier products and we just recently actually really went into the printer business and we're now offering quite a range of products for Western Europe which are more than just all-in-one cartridges.

Thomas: Clearly, a much bigger opportunity in Eastern Europe is components and we have only a very small and limited portfolio of solutions for that market requirement, but even the small number of products that we have is already giving us a huge revenue and actually, in two or three months we will enhance our portfolio for Eastern Europe so that we'll have very strong positions in the copiers and printers market, and that is very possible for us because our brand image.



The Katun name, is highly recognized, of high value, so with the brand, and the products for the Eastern-European printer market we have a combination that enables us to operate in bigger and bigger volumes.

RechargEast Magazine:
How does Katun position itself on this dynamic market?

Karl: We need to engage new channels for the printer business. What we're doing as we speak, we're enhancing our distribution capacities and just doing what is possible to understand the local environment. For example, Russia is a large country and there are different requirements in the different regions and other countries too. So, understanding the market environment, developing our distribution capacity and enhancing our product portfolio is, I guess, the key to success.

Important thing is to have the proper relation with the customer and to offer the best service. It is not enough

just to tell the price over the phone or to have a website where it can be checked. We have representatives that are dedicated to providing complete information about the product, that can help with any questions the customers might have and give the best overall performance. You can give information just by telephone, but if you really want to succeed, you have to convince the customer that this really is the best product, and you can only that with the proper representation and with committed customer services.

RechargEast Magazine:

What are the main directions the company takes up in its development?

Thomas: The catalog initiatives that we have can be applied globally. We offer highly sophisticated print management to our customers, which is enabling them to offer cost-effective printing to their customers. That also applies to certain customers in Eastern Europe. We have a high interest in such products and solutions so we will try to develop the market as we're currently doing in Western Europe. Certain products that are today important in Western Europe are already similarly important in the closer countries from Eastern Europe, and will become more and more important.

Karl: We also spend a significant amount of money on certain promotions and advertising to get our name know to people where there's not so much awareness of our company and with the strong local presence we can help local customers to do their business more professionally .

RechargEast Magazine:

What are the main perspectives and tracks Katun would like to undertake in future?

Karl: Something that is very important, if you talk to customers in Western Europe what they will tell you is that our total logistics is based on the online catalog, that we have, to find products, to select products, to order products, and it is the absolute benchmark in the industry. Customers see our online catalog and services are better than any OEM services, and actually, this strength, that we have here, we haven't fully reached in Eastern Europe because it's too much dependant on the language, it is only for the minority of people who can understand English language. So, now having this tool in Russian language can help our customers, and our

customers can forward the tool to their customers and therefore it's absolutely necessary to have it in Russian language in order for it to reach as many clients as possible. If you have such a great tool like an online catalog it is much easier.

By using our online catalog our customers who are looking for a product can find easily where it is located and what is the OEM part number and the price, and for this we have downloadable material to make it even easier, and we have a great response for this service. Our experience is that even competitors like this so much they download our product information and provide it to their customers.

RechargEast Magazine:

What is the image of a supplier Katun wants and builds in customers' heads?

Thomas: The most important strength that we have, and I think we just need to continue with that, nothing new, but it can always be improved and enhanced , and maybe more and more people should know it, I think there are just a couple of top priorities to be set. It is perfect local representation, perfect service, by service I mean having the people, having the tools, the online catalog, it is clearly the ratio between price and quality, and this ratio is actually different in Western Europe, where there's a little bit higher quality but also maybe a little bit higher price, and in Eastern Europe you have different segments of requirements of the ratio between quality and price and in the past you'd only get one, the same as for the US and Western Europe, and now we have really learned and improved as to serve the local market with products that meet the local requirements according to the price perspective as well. What I face daily as an issue from some of our customers with some of our competitors is the problem of credibility. When customer needs some part numbers, so you need to wait for a week, but not with us, we have around six thousand part numbers in a huge central warehouse where everything can be done a lot faster and easier and any order we can track within hours or days. So, when a customer is experiencing problems with their supplier, then we are ready to offer a little bit more and be a reliable partner, because, in the end, you need the product, and you'd prefer the fastest and easiest way to get it. **RCE**

www.katun.com

HOW MUCH SHOULD MY PRODUCT AND MY SERVICE COST?

Part one: **PRICE FORMATION**

Nikolai Yakimchuk

Cartridge remanufacturing and recharging have already become an attractive business. High prices for original imaging supplies make consumers look for a more accessible alternative. Once there is demand on the market, there will always be offer. In fact, such market conditions create an ideal situation, when the user has a choice to make: it can be an original, compatible, remanufactured or, at last, recharged cartridge.

But technical skills of working with laser cartridges are just half the deal. It is also important to know how to offer and sell a product and service to the client. It's often that start-up businesses ask for how much to sell the cartridge or how much the remanufacturing or recharging service should cost. I think that any industry specialist would ask himself for many times how much his customer is to pay. After all, the goal of any company or any businessman is to create profit for himself so that to grow, expand or, sometimes, just survive on the market.

From the beginning, I would like to say that the determination of the price of your product or service is not the easiest task. It's absolutely simple to take a competitor's price list and establish similar prices. It's also possible to dump prices – to offer product at a lower prices than competition. But the two ways are destructive for the market. Why so? It's more than simple: at an obviously low price for a similar product or service, sometimes businessmen are willing to increase the volume of sales by decreasing prices. Your competition may take up the challenge and diminish prices, too. You decrease price again, they do so, too. And the run-me game is on. Everything ends up by one party losing the game and getting out of the market as it is not profitable to sell this product. But the tragedy is that the winner stops the product line, too, as it's not normal to sell beneath the cost of the product. That's it! The market is dead.

Once you are sure that the running game is not the most attractive enterprise, my suggestion is to pay attention to

price formation and building discussed below. I hope these could help you build a certain price policy, which will depend not only on your competition's behavior, but also on the state of the markets you work on.

In order to determine the price of your product/service, do your best in fixing the retail price of the product at the most optimal level. If your price is too high, the sales volume may drop. If you lower the price, the sales volume may grow, but the total profit will fall.

When building final prices for your product or service it's important **TO SEE YOUR COSTS**. Yes, costs are the main attributes in the product price.

All costs can be virtually divided into two big groups:

Fixed costs – these are the costs, which stay, more or less, constant throughout the production process, like the office rent, electricity, payroll, etc.

Variable costs – these costs include, for example, raw material costs, that is, materials whose quantity is important to keep your business steadily working.

It is logical that your product and service's price should cover all the above costs and give a net profit for the business.

Speaking the language of finances, the price of your product/service should be higher than the prime cost of the very product (the prime cost represents all the costs of the production). Otherwise, the company will have trouble staying afloat.

Why is it necessary to know about fixed and variable costs and also know how to distinguish between them? Everything boils down to the fact that variable costs can be controlled more easily: for instance, if your supplier increases exceedingly the price for, say, OPC drums you need for the

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remanufacturing activity, you will certainly discuss the issue. If there is no way out, you will change your supplier. In case of fixed costs, the problem of cost growth is more difficult: if the pay for the staff is to be increased because of the inflation, you cannot stop this from happening as you are running the risk that the staff may simply leave the company. Fixed costs, however, are to be minimized as much as possible. If not, their growth can strongly affect the net profit of the company.

EXTRA CHARGE AND MARGIN

Here I would introduce two more terms in the body of this article: they are **extra-charge** and **margin**. Sometimes, these terms are used as perfect synonyms, but they are not. Extra-charge is the sum added to the cost of the product when the product is sold. Margin is the profit from sale of a product. These are calculated as follows:

$$\text{Extra-charge} = (\text{Retail Price} - \text{Prime Cost} / \text{Prime Cost}) * 100\%.$$

For example, the remanufacturing of a laser cartridge at the price of USD 30 with the costs (parts, toner, fixed costs) amounting to USD 15 shows that the extra-charge is $(30-15)/15*100\% = 100\%$. Note that when the cost of the product is doubled, the extra-charge is 100%, and not 200%.

$$\text{Margin} = (\text{Retail Price} - \text{Prime Cost} / \text{Retail Price}) * 100\%.$$

If we continue with the above example, the margin (profit) brought from the remanufacturing of the cartridge at the price of USD 30 will be: $(30-15)/30*100\% = 50\%$

Distribution and price

Sometimes, the determination of the price is influenced by the distribution model in place.

Companies, which are distributors, often prefer to sell their products through a number of sales agents or through, even, big commercial centers. If this is your case, then it's time to think about the end user of your product. In other words, the product must be offered at a price accessible to the

end user, who buys the product from the agent's catalogue or at the mall.

There are also companies that decide to open their own shops and sell products without any go-between. These companies suppose that their margin can be eaten up by intermediaries. It may be true, but it is also important to consider the placement and promotion costs as well as time necessary to advertise the product.

PRICE OF YOUR PRODUCT

If your company manufactures ready off-shelf remanufactured cartridges, the determination of the price for the product could be built of a number of components:

Retail price of product = cost of raw materials + labor cost + your margin/profit + VAT + fixed costs.

Raw materials – it's usually easy to determine the costs of all parts, including the empty, necessary for remanufacturing of a cartridge. But be aware of defected parts. Their cost should be also taken into account and added to the total of raw material costs.

Labor costs – these include the cost of the labor of your staff needed to produce a ready and functional cartridge as well as other taxes (social insurance, for instance, and pension fund – these may amount to extra +50% to the payroll).

What should the price of compatible laser cartridge of the X brand be in the electronics supermarkets A?

If your company is an exclusive distributor of X-branded laser cartridges and you have an agreement with an electronics supermarket A, you want to know how much your cartridge will cost if bought in the supermarket. You would also know how much the end user will have to pay for and whether the price is ok.

Suppose the compatible ready-for-sale cartridge is bought for USD 10/each from your supplier. Your extra-charge is 85%, the VAT is 15%. So, you may sell your cartridge at the price of:

$$\text{Your product's retail price} = \text{Cost} + \text{Extra-charge} + \text{VAT} = 10 + 8.5 + 2.77 = \text{USD } 21.77.$$

The price may be rounded down to **USD 21.50** or up to **USD 21.99**.

Your price for the supermarket will be lower (say, there will be no or return of VAT + some discounts) and will be **USD 18**.

Do not forget to compare your and your competitors' prices.

Then, find out about the extra-charge of the supermarket and see whether the final retail price is ok to your customer.

At the extra-charge of 50% of the supermarket plus the VAT, the final price of your cartridge would be **USD 31**.

RechargEast MAGAZINE

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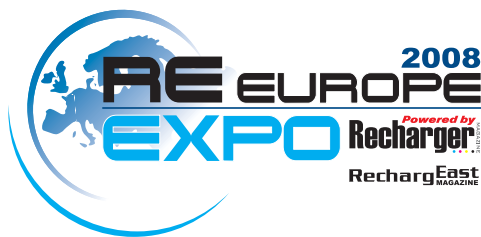
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Your margin – a margin is to be added up to the cost of the product. This is the actual profit for the company. Specialists in price formation advise the margin should be increased by additional 5-10% so as to create a special fund for future projects (purchase of a new line, expansion).

VAT – the value-added tax is also a part of the retail price of the product.

Fixed costs – the retail price of your product is to cover all your fixed costs. It is necessary to know to calculate the share of fixed costs for each unit by using this:

Fixed costs per unit = the total of fixed costs / Q-ty of products (for example, with fixed costs amounting to USD 1000 per month with the production volume of 500 cartridges monthly, the share of fixed costs for each cartridge will be equal to USD 2).

It's also worth noting that these calculations work only when all products are sold and not stocked.

PRICE OF YOUR SERVICE

If it is rather easy to get precise figure when producing, digits come up not so smoothly while offering a service. For example, laser cartridge refilling is a service. The customer brings an empty cartridge and wants to have it full and workable. How much should this refilling service cost when the specialist uses his toner and time?

Here, my tip is to determine the price according to the number of worked hours plus the cost of the raw (it's toner in our case) plus the margin plus the VAT (**worked hours + toner + margin + VAT**). Disassembling a cartridge is not a problem. But any technical specialist knowing well his job will check all fragile parts, refill and, then, test the cartridge. This all takes time.

Thus, with the price of a toner tube of USD 5 (let's say we need the whole tube for the refilling process), the technician needed 30 min. Suppose the technician gets USD10 per hour, your margin is 50%, then we've got:

Refilling = USD 5 + USD 5 + your margin (5+5)*50% + 15% VAT = **USD 17.25**.

But there is a little "but" over here. The final price does not give any insight as to how much time and effort plus additional expenses were spent while negotiating with the toner supplier and shipping the toner to your company's premises. You searched; called; negotiated...This is all time and money. Therefore, the possible price for this refilling might be around USD 19-20. **RCE**

To be continued in the coming issue.

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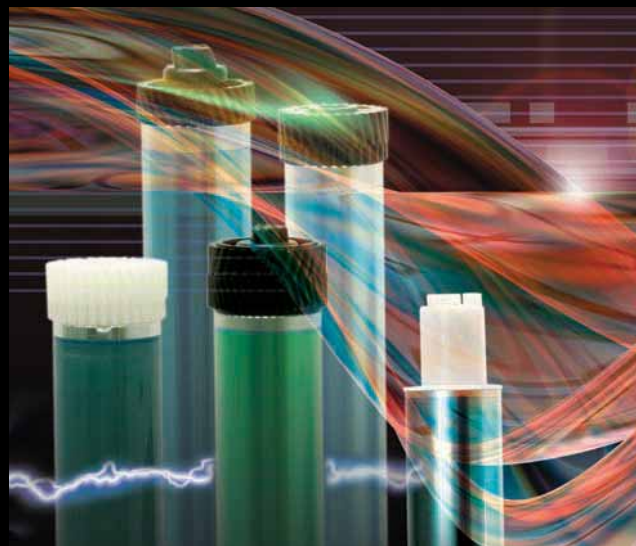
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